

the touch screen will slow down because the liquid crystal will be cold and slow. In extremely hot weather and bright sun the "touch screen" liquid crystal will become very liquid and black. Usage with long nails or the erasure end of a pencil could eventually penetrate and damage the touch screen membrane. To prevent this the clear plastic window is used on the carrying case of the "touch screen" computers. When clearing rain and snow from the "touch screen" the choices will be activated indicating items not actually desired. The menu display function on the touch screen for variable selections seems easy to operate in the beginning but after some familiarity this function actually slows the PO/TO, especially when the screen is cold. Couple this with the lack of concurrent printing (must wait until the end to print the citation on paper) the overall PO/TO productivity will be impacted.

The **AutoCITE** has the power capacity to print 300+ citations on a single charge and is set to hold 300 citations before unloading to the Host is required. Recharging only takes a maximum of 4-5 hours so two shifts on a single charge (as many of our current clients do) is very realistic. In reality, and operationally true with all of our clients, downloading is performed on a daily basis. This allows for immediate transfer to the mainframe processing system and for immediate enforcement management information. The national averages for citation issuance by PO/TO's in heavy parking usage areas ranges from 75 to 100 citations per shift. It would seem that storing more than 300 citations would not only be unnecessary but inefficient and ineffective. The **AutoCITE** can store 1,000 if desired.

As mentioned in our descriptive section the **AutoCITE** allows for both MOD 7 and MOD 10 check digit calculations for the citation number series. The printer can print barcodes for machine readable data but further discussion with the Agency must more clearly define your specific number scanning needs before we can describe this capability.

In-Car Patrol or Traffic Units

The **AutoCITE** Series S and SP has the same issuing software as the Series D and Series FT but is modified to operate on the in-car WINDOWS PC. This **AutoCITE** version can have an external printer/peripheral device connected to the in-car PC which has an 80 column printer, a magnetic stripe reader (to read the drivers license or a credit card) and barcode scanner connectivity. As with all **AutoCITE**s this version provides for traffic tickets, parking citations, field interviews, code enforcement, abandoned vehicles and other reporting functions (Figure 5).

For those agencies who already have WINDOWS based PCs or Notebook/Laptops in their patrol or traffic vehicles, and they do not require a handheld computer to carry outside the vehicle, the **AutoCITE** Series S is software only and the Series SP has both software and the printer/peripheral device. Both

AutoCITE - Patrol Car System

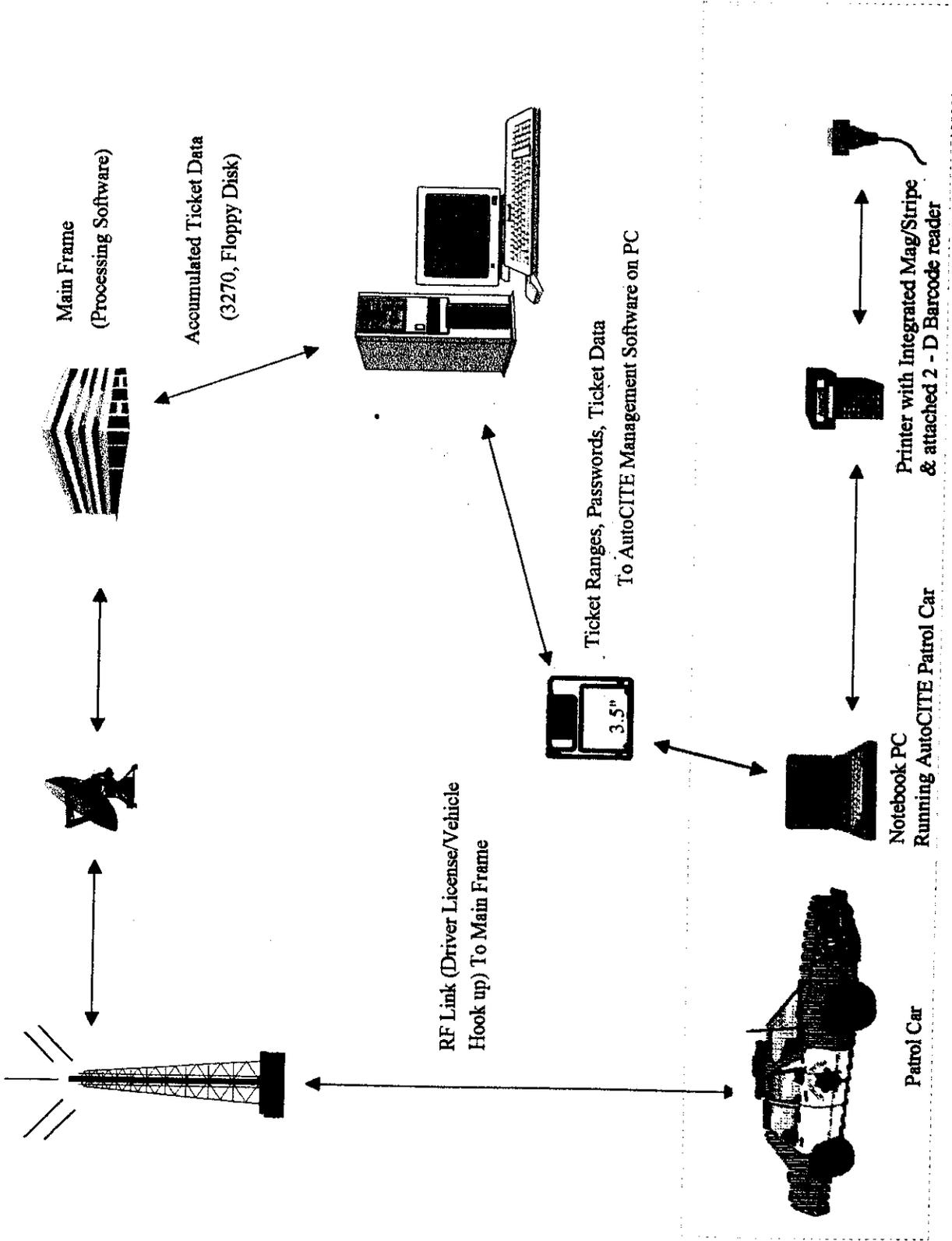


Figure 5

provide full in-car capability. The issuing software, like the Series D and T handhelds, is installed on the in-car PC. The **AutoCITE** Series SP printer/peripheral device is connected to the PC via a single RS232 connection for printing the traffic ticket, parking citation, abandoned vehicle report, short form traffic accident report, or any other 80 column report desired in the field.

The magnetic stripe reader is used for reading the magnetic stripe on the driver's license which is now being issued by many states. This capability captures all of the information on the stripe automatically and accurately, which shortens the amount of time required to issue the ticket (as fast as one minute in some cases). This printer/peripheral device also provides for the connection of a laser scanner to read barcodes if desired.

For **over fourteen years** police and parking departments have been using the **AutoCITE** Systems for issuing parking citations. For **over ten years** we have been providing our enhanced Traffic Ticket system as an integral part of the **AutoCITE** System.

Upon completion of the initial system we got conceptual approval from the California Supreme Court Judicial Council and the go ahead from the Cities of Livermore and Pacific Grove to complete the system. We completed the system design for the City of Livermore, since they received their court approval before Pacific Grove. We installed the system in Livermore in February 1990 and they started issuing California Judicial Council approved traffic tickets on March 1, 1990. The Traffic System has also been installed in Stockton, California and police departments in Alameda County, San Diego County, California. Brownsville, Texas and the Baltimore MTA also use the Traffic System and Transit Systems respectively.

Enclosed with the brochures of the hardware you will find samples of the Notice to Appear as we designed the system in conjunction with Captain Otto Guilliani at the Livermore Police Department. This format was submitted to and approved by the Judicial Council. As you know, most states do require submission to them for final approval (sometimes not on parkers) by each agency in the state. In Livermore the court approved the issue of only one (1) copy on paper which is signed by the violator, as a promise to appear, in the presence of the issuing officer. The violator is then given that copy and no other paper copy is required to be issued. A sub-routine is also provided for the officer to complete special remarks and notes to be stored on the PC. These notes are referenced by ticket number for later retrieval for court testimony purposes. A court table in the **AutoCITE** provides for automatic court date assignments with discrimination between adult and juveniles based on their date of birth. The **AutoCITE** is unloaded at the end of the shift just as it is done now with the Parking System.

In addition to the **Traffic Ticket** function the system also includes the capability for also issuing **Parking Citations** and **Field Interviews** with the same **AutoCITE**. This is not the same parking issuance as the Parking System which is built to issue **ONLY** a parking citation every 20-25 seconds. Parking is a secondary function, if desired, of the **Traffic System**. Since the issuance routine is built around the moving ticket it has been designed with more functional capability in mind to do other short form reports such as a **Field Interview**, **False Alarm Response Notice**, **Abandoned Vehicle Report**, **Code Enforcement Notice**, **Witness forms**, or any other short form report as suggested by the Agency.

We are prepared to install our Traffic System immediately and ready to begin work with your Agency to customize and make changes as required by the Agency, court, and/or the state.

Special Agency Considerations

In California the Cities of Beverly Hills, West Hollywood and Santa Monica all use the **AutoCITES**. All three cities combine their hotlists of habitual offenders to put into the **AutoCITES**. The Cities of Palo Alto, Menlo Park and Redwood City, California plan to do the same. This combination of city lists into "one list for all" can actually be accomplished at the PC through the **AutoCITE Host PC System**. We have enclosed an article co-written by the Cities of Long Beach and San Diego about their collections experience using the "Hotlist" capability of the **AutoCITE**.

For future consideration other cities, communities, colleges or other issuing agencies in your surrounding area could join with your Agency at some time to merge outstanding citation files for a combined Area Hot List. If the local communities in your area do combine data in this manner you could experience some of the same efficiencies your enforcement program and enhancements to your parking revenues.

ETEC has been one of the pioneers of handheld computers in this industry. We installed some of the very first agencies in the country beginning as far back as 1986. **ETEC** is the only single source vendor who designs, manufactures and maintains the handheld computer (including built-in printer, not attached, or carry over the shoulder), and who writes and maintains the handheld and PC software.

EXCLUSIVE Handheld Computer Manufacturer

ETEC is the only Handheld Computer company who's **EXCLUSIVE** focus is the law enforcement and parking industry. All of the other vendors, without exception, have a major focus in other markets such as supermarket inventory, utility billing, food service and rental cars. In addition **ETEC's AutoCITE** was the first handheld computer to be used for Traffic Tickets (Livermore, California - March 1990) in the world. Our systems are used for Traffic Tickets, Parking Citations, Field Interviews, Transit Violations, Code Enforcement Violations, Junk Yard Investigations and Abandoned Vehicles Enforcement. These systems are in place at municipal, college and university police and public safety departments across the country (see attachments for more information).

ONLY HANDHELD COMPUTER with BUILT-IN PRINTER

In 1983-84 **ETEC** began the R&D phase of providing handheld technology to the law enforcement community. During this period we came to realize that use of a standard "off-the-shelf" general purpose handheld computer would NOT satisfy our design criteria of EASE-OF-USE and COMFORT for the Parking Enforcement Officer. It was related to us by our law enforcement advisors that it would be too burdensome to carry a printer fastened to the belt or carry over the shoulder. It was also determined that a printer attached to the end of the handheld unit could break quite easily if the officer were to drop the unit on the street. With this in mind, we invested in a specific engineering design to build a handheld computer with the printer **INSIDE** the unit and enclose the **ENTIRE** unit, including the printer, with a durable impact resistant plastic case. The **AutoCITE** is manufactured, installed, and maintained/supported by **ETEC**. Our clients strongly believe that the **AutoCITE** unit, designed specifically for issuance of parking citations is superior to the other general purpose handheld computers. **ETEC does not provide Epson, Husky, Radix, Symbol, Telxon or any other general purpose handheld computer where the end user must deal with ONE COMPANY to support the software and ANOTHER COMPANY to maintain the hardware. ETEC manufactures the AutoCITE and supports it TOTALLY.**

B. AutoPROCESS - Automated Parking Citation Processing System

This section of our proposal describes the **AutoPROCESS - Automated Parking Citation Processing System**. **AutoPROCESS** is a stand alone system which has full parking management capability including a permit management system and full on line cashiering capability. The cashiering terminal prices are included in the Cost Data Section as desirable options. In our discussions with your Agency, if we are selected, we will more fully describe our permit system and cashiering capability. In addition to being resident on this system this data can be moved and interfaced with any other mainframe or micro based systems at the Agency if desired.

AutoPROCESS and AutoPARK Hardware and Software

The **AutoPROCESS** and **AutoPARK** subsystems can be operated on several micro, mini and mainframe computer systems. **ETEC** has chosen, as our base computers, the Alpha Microsystems (AMS) Series 90, and IBM compatible personal computers. These computers have the speed, power and storage capacity to process tickets for agencies issuing 25,000 (PC) to 15,000,000 (Mini/Mid-Range) annually. For larger issuance agencies we provide an expanded network of larger mini computer systems for installation in our client locations. A very significant advantage of these Systems are their upward compatibility for future growth of each issuing agency. The Agency and/or Court can retain specific controls as desired.

AutoPROCESS features **Interbase** or **ORACLE Database Servers** on **Novell** or **Windows NT networks** running on **WINDOWS 95, 98, 2000** and **WINDOWS NT workstations (Figures 6 and 7)**. These are industry standard DBMS and operating systems for several machines including IBM, Intel, Data General, Digital, Hewlett Packard, Prime, Unisys, NCR and others. **AutoPROCESS** is our most current version of a long line of ticket processing systems.

AutoPARK is our proprietary ticket processing system which operates on a **PICK relational DBMS** running under **DOS** or **UNIX**. **PICK** can also run as a stand-alone operating system on many computers. **PICK** will also run under **MS Windows** and **UNIX** using **Advanced PICK, VMARK, UNIDATA** or **JBASE**, or as a **PICK Server** on a **Novell Network**.

Both versions provide a plain English language **ADHOC** report writer for creating your own reports and global searches for specific statistical analyses. The main difference between the two systems lies in their connectivity. If you desire a multi-user system accommodating dumb terminals then we recommend **AutoPARK**. While the basic functionality of both systems is the same, the newer **AutoPROCESS** system is our recommendation for client/server networks or a **Windows 95, 98, 2000** or **NT**

AutoPROCESS™

Automated Citation Processing Systems

Windows NT

Novell

Oracle

SQL/ODBC

Year 2000 Compliant

AutoPROCESS Inquiry Result

Citation Information

No: 638299 Date: 2/6/97

Lic: 3AKW557 State: CA Permit: SA-16833

VIN: 3850

Make: HOND Model: 2 DOOR Color: BLK

Vio	Description	Amount
Vio 1:	21113A-IXA2 METER VIOLATION	\$12.00
Vio 2:		\$0.00

Current Due Date: 3/8/97

Closed
 Paid
 Void
 Dismissed
 Suspended

Registered Owner Information

Name: ANDERSON KIMBAL T

Addr 1: 4129 AVENIDA DE LA PLATA

Addr 2: RT 2

City: ANYWHERE State: CA Zip: 91762-11

Other Citations Related By:
 License Plate
 Permit Number
 Responsible Party

Date	Citation No	Balance Due	Vio Desc	Violation
02/06/1997	638299	\$0.00	Meter Violation	21113a-IXA2
02/07/1997	878563	\$0.00	Meter Violation	21113a-IXA2

Fine Amount: \$12.00

Late Fee: \$0.00

NSF Fee: \$0.00

Dismissed: \$0.00

Corrected: \$0.00

Credits: \$12.00

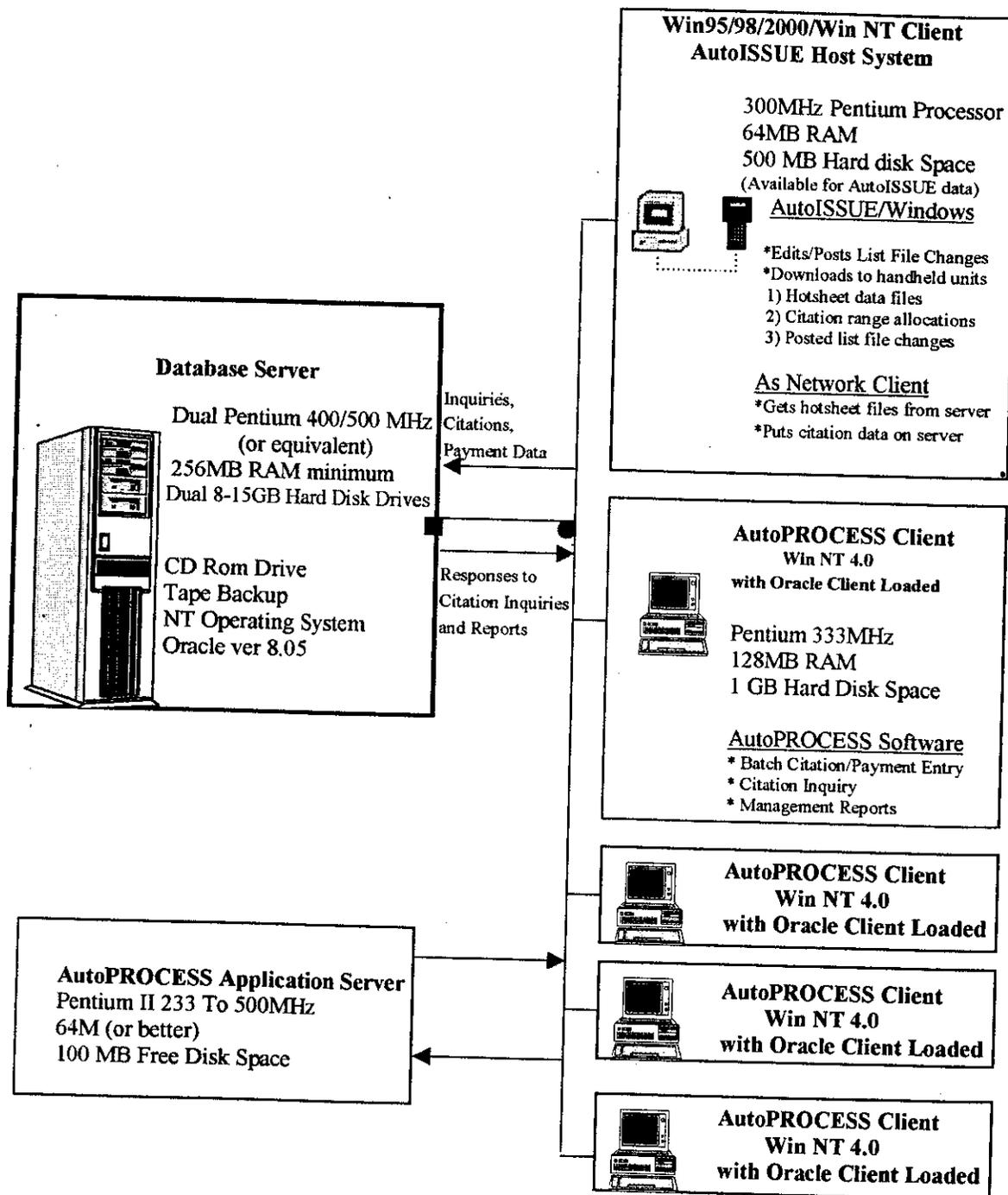
Balance Due: \$0.00

Processing and Collection Subsystems

- Handheld Computer Interface
- Manual Citation Entry and Processing
- On-Line and Batch Payment Processing
- Registered Owner Acquisitions and Updates
- Late Notices & Letters Generation
- On-Line Cashiering System
- POS Cash Register System
- On-Line Correspondence System
- Automated Caller Director System
- Intergrated Voice Response System (IVR)
- Admin. Hearing Appeals/Court Scheduling
- Hold Placements with DMV or Campus Records
- Out-of-State DMV/Collections Interface
- Fleet/Rental Management System
- Parking Permit Processing System
- On-Line Boot and Tow Management System
- Parking Meter Management System
- Delinquent Collection Interface
- NCR Remittance Processing System
- Document Imaging System

Figure 6

AutoCITE Citation Management System Network



Database Server System requirements depend on customer volume. Application file server may be incorporated in Database Server or be a separate server. This diagram is for reference only. Complete system configuration must be approved by the Engineering Department.

Figure 7

stand-alone system. This section of the proposal fully describes our parking citation processing system and subsystems known as **AutoPROCESS**. As stated above the functionality of **AutoPARK** would be the same except it is not our network version. **AutoPROCESS** is our SQL and ODBC fully compliant Windows 95/98/2000/NT and client/server network system.

AutoPROCESS can be operated totally by the your Agency personnel giving the Agency complete control, or it can operated by **ETEC** as a service center. In either case the system provides all of the necessary functions extended to accommodate the **AutoCITE** handheld computers. The Agency may be interested in processing, tracking and collection of parking citations as are primary goal. **ETEC** believes the agencies can cut current program costs by as much as 50% and increase enforcement capacity for overall efficiency and effectiveness of your total program, by implementing handheld computers for ticket issuance. We believe this to be an intricate part of a well managed parking program. **ETEC** does however want to make it very clear the Agency DOES NOT have to implement the **AutoISSUE** subsystem (with **AutoCITE** handheld computers) as part of this package. We are prepared, as our pricing section will thoroughly outline, to provide our **AutoPROCESS** subsystem as a total service center with the Agency continuing to issue citations with your current manual procedures without using handheld computers.

AutoPROCESS Systems Description and Overview

AutoPROCESS is a menu-driven, multi-user software system, for a single user (WINDOWS 95/98/2000) or LAN based system (WINDOWS NT or NOVELL), of comprehensive programs for parking management written with Pasqual and Dephi III for use on any computer system using the WINDOWS 95/98/2000 Operating System and ORACLE Data Base Server system.

The system handles the processing of the parking citations from the issuance of the citation books to the parking enforcement officers through the full clearance of the citation including placement and release of DMV registration holds.

The main menu is displayed when the system is activated. Some of the functional submenus in the system are: the data entry programs (DE), the payment processing programs (PP), the inquiry reports (IR), the DMV inquiry and hold processing programs (DMV), the late notice processing programs (LN), the end-of-month processing and reports (EOM), the end-of-year processing (EOY), the other system reports (SR), the file maintenance programs (FM), the utility programs (UP), and a special menu for the user custom programs (UC). Each of the main menus and all of the associated sub-menus are fully described in the **AutoCITE** Operations Manual.

Custom programs and reports are also available as sub-systems and are installed and built to meet specific client needs as they vary from various geographic and legislative districts. Two examples of such sub-systems are: 1) Out-of-State Processing (OOS), and 2) the Parking Permit System. Since we do not fully understand all of the customer needs in these areas until the actual installation, these modules are completed after further explanation and needs discussions.

On all sub-menus, the operator may utilize the on-line HELP before running the program. This will cause the system to display a short description of the program and instructions on the proper input required to run the program. The key by which the citations are tracked is the status and the date of the status. There are multiple major status codes many of which are listed below:

INPUT AND ENTRY

OP (OPEN) - citation book has been assigned to an officer
IS (ISSUED) - citation has been issued
EN (ENTERED) - citation has been entered onto data base

DMV INTERFACE

IQ (INQUIRY) - citation sent to DMV for registered owner
IR (INQUIRY RECEIVED) - received registered owner data
II (INQUIRY REFUSED) - request for registered owner refused
HO (HOLD) - vehicle has been placed on registration hold
IH (HOLD REFUSED) - DMV hold request refused
HR (HOLD RELEASED) - DMV hold on registration released

PAYMENTS and DISPOSITIONS

PD (PAID) - citation has been fully paid (prior to notices)
P1 (AFTER 1ST NOTICE) - citation paid after 1st notice was sent
P2 (AFTER 2nd NOTICE) - citation paid after 2nd notice was sent
P3 (AFTER 3rd NOTICE) - citation paid after 3rd notice was sent
DP (DMV PAID) - citation has been paid at DMV
PH (PAID AFTER HOLD) - citation paid after DMV hold was placed
PO (2nd OWNER PAID) - citation paid after 2nd owner notice sent
PR (LESSEE PAID) - citation paid after Lessee notice was sent
PP (PARTIAL PAID) - citation has been partially paid
PL (PARTIAL DISMISSAL) - citation has been partially dismissed
NA (NSF FEES ADDED) - NSF check fees added to citation
NP (NSF FEES PAID) - NSF check fees paid

PAYMENTS and DISPOSITIONS (Continued)

ND (NSF FEES DMV) - NSF check fees paid at DMV
DI (DISMISSED) - citation has been dismissed
VO (VOID) - citation has been voided

REGISTERED OWNER UPDATES

2A (2nd ADDRESS) - 2nd address added to citation record
2O (2nd OWNER) - 2nd owner information updated to citation
LU (LESSEE/RENTAL R/O UPDATE) - Lessee/Rental R/O updated to file

NOTICE GENERATION

1N (1st NOTICE SENT) - 1st late notice has been sent
LN (LESSEE/RENTAL NOTICE) - late notice sent to lessee/renter
2N (2nd NOTICE) - 2nd late notice sent to R/O
3N (3rd NOTICE) - 3rd late notice sent to R/O
2S (2nd OWNER) - notice sent to 2nd owner

ADMINISTRATIVE REVIEW and FORMAL HEARINGS

ARQ (REQUEST) - Administrative Review Request
ARR (RESPONSE) - Response to Administrative Review Request
ARP (PAID) - Paid after Administrative Review
ARD (DISMISSED) - Dismissed after Administrative Review
FHQ (REQUEST) - Formal Hearing Request
FHR (RESPONSE) - Response to Formal Hearing Request
FHP (PAID) - Paid after Formal Hearing
FHD (DISMISSED) - Dismissed after Formal Hearing

OTHER PROCESSING CODES

LF (LATE FEE) - the late fee has been added
EX (EXTENSION) - extension on the due date has been issued
CP (COURT PROCESSED) - citation has been cleared in court
CL (CORRECTED) - citation has been corrected
OS (OUT-OF-STATE) - flag for Out-of-State processing
RC (REACTIVATED) - citation has been reactivated
SP (STOP PROCESSING) - processing has been stopped

The following action steps are taken as a citation is processed by the **AutoPROCESS System**. For manual issued citations a citation book is assigned to the parking enforcement officer. For electronic issued citations the officer uses an **AutoCITE** handheld computer. In both cases the system issues and keeps track of the citation number series for audit control. A citation is issued for a violation and placed on the vehicle. The citations are then entered into the system, verified and then posted to the master citation file. The citation may then be cleared by being paid, corrected, dismissed, court cleared or DMV paid.

As required, license numbers are transmitted to the Department of Motor Vehicles (via tapes or on-line through the **ETEC** service center) to obtain the name of the registered owner on the date of the citation. If the citation remains unpaid by the time the registered owner information is received, a late notice is mailed to the vehicle owner. The late notice specifies a due date at which time the late fee will be added and the license number of the vehicle will be sent to DMV to place a hold on the registration. The hold can only be removed if the citation is paid in full to the issuing agency or at DMV.

There are a variety of management information system reports available throughout the processing including the terminal inquiry reports, monthly status reports, officer evaluation reports, an aging report as well as many other standard and custom reports.

Terminal inquiries can be made by Citation number, License number, street number, street name, citation status and date, and by registered owner name.

The monthly reports include the summary status report of all system activity, the out-of-state plates report, the dealer plates report, the monthly DMV payment report, a citation processing activity report of all status activity and the Hot Sheet report of multiple violators.

The officer evaluation reports include a violations by type report, a report of missing citations and a summary evaluation report.

The system also includes a set of programs to purge the file data of paid citations and open citations to hardcopy based on user specified date criteria.

AutoPROCESS System Functionality

On the following pages many of the basic functions of the system are described. The system is modular and once the **AutoPROCESS Host System** is in place the following subsystems and functions can be added as required by your Agency depending on your processing needs.

The parking citation inquiry module contains several programs. These programs allow the user to obtain citation data from the master file based multiple criteria such as: 1) vehicle license number, 2) street name, 3) citation status and date range, 4) citation number, 5) registered owner name, and other key fields as may be designated. A terminal or hardcopy option is available.

CITATION INQUIRY MODULE

The parking citation payment processing module also includes the citation payment entry for all payments except court and DMV processed citations, an edit list program of each payment batch, a payment posting program an edit listing for a count and cash validation, and a returned check processing program. Other programs are for the court processed citations. These include a data entry program, edit listing program and a posting program. Court dispositions are separate to differentiate between revenue collected and accounted for through the system and payments accepted outside the system (court) that also dispose or close the citation.

PAYMENT PROCESSING PROGRAMS

The parking citation data entry module contains several programs. These include the assignment of the citation books to the officers, the data entry of the issued citations, an error report to verify the data, an edit listing and a posting program to transfer the data to the master files.

CITATION DATA ENTRY AND PROCESSING PROGRAMS

This program provides for the transfer of data files from the AUTOCITE handheld computers, or other handheld computers, to the AUTOPROCESS System. Information files are transmitted back and forth between the AUTOISSUE and AUTOPROCESS systems such as new citations entries to AUTOPROCESS and Holdists or Scofflaws to AUTOISSUE for the AUTOCITES.

HANDHELD COMPUTER INTERFACE

DMV INQUIRY FOR REGISTRATION OWNER PROCESSING

This module contains programs used for processing registered owner names and addresses from the State Departments of Motor Vehicles and/or the University Records or Bursars Office (not an interface or on-line). This information is then transferred to the citation data base record to be used for follow-up notices and letters if the citation becomes delinquent.

LATE NOTICE PROCESSING

If the citation becomes delinquent this module is used for sending late notices and letters to the registered owner or responsible party. This module includes programs for the generation of the notices, the normal printing, duplicate printing, a statistics report on the batch of notices and a program to add in any Late Fees after the Late Notice Due Date. Formatting the data for the 1st Notice is included in the base price.

DMV REGISTRATION HOLD PROCESSING

This module is used for registration hold processing to the DMV or University Records Office. These holds are placed pursuant to guidelines established in each individual jurisdiction after the owner or responsible party has been notified of noncompliance. Hold placements, returns and releases are processed manually by the Agency. Formatting the data for the Hold Processing (not a file transfer only not an on-line interface) is included in the base price. An interface by means of diskette and/or magnetic tapes, or as in California, an on-line direct connection to the DMV can be completed as additional modules and subsystems (refer to the price proposal).

END OF MONTH PROCESSING

The parking citation monthly processing and reports module contains numerous programs. These include a program which will print all the required reports including: the monthly summary status report, the citation processing activity report, the citation aging report, the officer productivity report, the violations by type report, the dealer plates report, the out-of-state report, the hot sheet report, the DMV processing summary report and the deposit ticket balancing report.

SPECIAL PROCESSING AND REPORTS

The parking citation end of year processing module contains two programs. These include a program to allow entering January as month 13 and a program to move the current year data into the Last year fields. This is done to accomplish the proper statistical gathering capabilities of the system.

SYSTEM REPORTS

The parking citation system reports module contains several reports and programs. These include a list of all citations in the system by citation number or by license, a report of all citations with credit balances, a detail officer activity report, a citation to license cross reference list, a geocode report, a street report, a dismissed disposition report, a court activity summary, a citation processing tracking, a report of cleared citations and a report of missing citation numbers.

FILE MAINTENANCE

The parking citation file maintenance module contains numerous programs. These include programs to modify the citation master files, to change citation numbers or license numbers, to update R/O names, to flag citations if vehicle is impounded, to delete citation from the system, and two programs to purge cleared citations and old open citations from the system.

UTILITY PROGRAMS

The parking citation utility module contains several programs. These are programs for setting up the system user parameters, the officer tables, the violation tables, the DMV plate codes, the street names, and the dismissed disposition table. Also included are the menu and system password programs, as well as the documentation printing programs.

USER CUSTOM PROGRAMS

These programs are created based on specific client requirements.

AutoPROCESS Optional Subsystems and Modules

1. Parking Permit System (Residential and/or University)

The AutoPROCESS System has in place the capability and capacity for a complete residential or university parking permit system for each individual agency and/or issuing agency. This system will track the issuance of permits as well as renewals and notices for renewal. This subsystem was originally written for the University of Nebraska and has been integrated into our AutoCITE System. We customize this subsystem for each new client since permits are handled so much differently around the country by issuing agencies.

In addition the system will flag revocations and lost permits. This capability would be enhanced by using the AutoCITE System Special Enforcement List function for immediate field access, while issuing the citation, for permits on the Hotlist, either as valid or invalid. The Automated Parking Permit System is a sub-system of the AutoPROCESS System. However, this system can be a stand-alone system without integrating it with AutoISSUE and/or AutoPROCESS.

Modules of this system are:

- Permit File Maintenance
- Build Cross Reference Files
- Reports by Permit Number
- Reports by Payment Date
- Transfer R/Os to the Citation File
- Purge Old Permits
- Lost and Stolen Permits by Type
- Hotsheet Report of Lost and Stolen Permits by Type

Most Cities and, as it appears, almost all Universities perceive and manage their parking permit issuance and enforcement unique to their own operations. Although we certainly wish they were all the same they are not. For this reason we have developed a basic Parking Permit Module to our processing systems which can then be customized to meet each client's needs. History has taught us that the best way to accomplish this task is to meet with the client's staff during the installation process and then work together to design specifically how their permit module should operate. Enhancements to this module are then completed and installed at the client location.

ETEC works with business partners with very comprehensive POLICE Systems which provide Computer Aided Dispatch (CAD) and Records Management Systems for police departments. These RMS subsystems have complete towing reporting and billing systems, as well as abandoned vehicles tracking. These systems are currently installed in over 300 cities, counties and universities across the country.

3. Booting/Towing & Abandoned Vehicle System

Detailed payment files can also be imported from many different sources such as remittance processors, banking services, agency cashing systems, kiosk services and many others. The specifications for the creation of these import files to the AutoPROCESS System are detailed in the attachments to this proposal.

- Supports barcode scanning and magnetic card readers
- Password protection, segregated "cash-out totals" and end-of-shift log of journal entries
- Display of totals due and printing of violator receipts for payments made
- Receipt of payments for individual, selected or multiple citations

Features of the system include:

As part of the AutoPROCESS System **ETEC** has implemented an On-Line Cashing System using the Point-of-Sale "Cash Terminal or PC". This system provides all of the local terminal functionality combined with the cash register audit and balancing requirements. The "Cash Terminal" is connected on-line to the AutoPROCESS System for payment processing. The system can also run on an existing Agency PC system, if desired, by integrating a cash drawer and receipt printer. This integration cannot be accomplished without further discussions with Agency staff after which an agreed upon price for the integration will be reached. Specific printer interfaces (e.g. Star Micronics receipt printer) must also be reviewed. Generally if the printer in question will work with Windows (has a Windows printer driver) we can connect it to AutoPROCESS.

2. On-Line Cashing System

By combining the CAD for dispatching, the **AutoPROCESS** boot and tow reporting and management, and the **AutoCITE** handheld computers for immediate access to automated **HOTBOOK** data, and abandoned vehicles, the Agency could have the most sophisticated Boot and Towing program in the country.

ETEC will provide the Agency with these systems as a services through our service center if the Agency decides to elect this option. Even if the Agency does not want this type of sophisticated system **ETEC** will provide at a minimum the On-Line Booting and Towing subsystem meeting all of the specifications in the RFP as far as boot/tow eligibility, tracking, payment posting, inquiry and reporting. Components of the system will include:

- Habitual Offender data base
- "Hotlist" of Boot/Tow eligible plates and interface with the **AutoCITE** handheld computers
- On-Line Radio Network capability for Computer-Aided Dispatch and Boot/Towing Operations
- On-Line inquiry by license plate number, name and citation number to display account and violator status
- Boot/Towing Operations support ability for:

Entry of Boot/Tow information and confirmation
 Entry of Boot/Tow release information
 Terminal Display of Boot/Towed vehicle status
 Inventory of Boot/Towed vehicles

4. Parking Meter Management System

ETEC and our associated consultants have worked together for the marketing, sales and support for the systems and services known as **AutoCITE** as well as all of our other law enforcement and criminal justice system related products and services. **ETEC**, through our business partners promote Parking Meters, Parking Meter Collections and Parking Enforcement Services. If your Agency selects this option **ETEC** will take an existing meter management system and services of our partners and custom design and implement it as a subsystem for the Agency to track, on-line, an inventory of parking meters, the fees collected from meters, and repairs needed on specific equipment at designated locations.

Customer Service Representatives at *ETEC* use our Automated Call Director system. The system has on-line, real-time monitoring of all activity to assist in the provision of comprehensive and efficient handling of all citizen calls for service. The ACD answers on the 1st ring with a Service Representative responding within 1.5 minutes. The system also provides for generating MIS reports for documenting all activity. This system can be made available to the Agency as an additional option.

7. Automated Call Director Telephone System

ETEC can also provide a comprehensive system for tracking lease and rental vehicles. We will enhance the capabilities of this system for more specific Agency needs as required upon further discussions with Agency staff.

6. Fleet/Rental Management System

This service option can subcontracted through our business partners. All of the requirements of collect your meters can be met by their systems and services. Their specific methodology addressing your needs will be presented under separately cover if the Agency is interested. Our partners can also provide parking enforcement personnel, who are trained in the use of the *AutoCITE* handheld computers, if you are interested in such a service at some future date. Please contact *ETEC* for more information on their services. The prices are based per meter collected and per officer deployed.

5. Parking Meter Collection and Counting Service

This on-line subsystem of *AutoCITE* will provide all of the functions essential to the effective management of a meter program; inventory of all meters including manufacturer, model, timer, date of purchase, hours of operation, usage rate and preventive maintenance data. Additionally this subsystem will automatically schedule preventive maintenance, record all repair activity, monitor meter revenue by route and district with capability to report any significant variations. This system will be interfaced with the *AutoCITE* main data base for reporting meter outages or suspensions as a result of citizen complaints.

8. Automated On-Line Correspondence

The On-Line Correspondence subsystem of AutoPROCESS allows for the automated generation of correspondence, using a very powerful word processor, from the inquiry screen. An operator can generate a stored letter or form from the inquiry screen as well as update the record. For example, while inquiring about license "ABC123" and operator can scroll through the stored letters and forms in the "Correspondence Window" and select letter 12 for mailing to the registered owner. Letter 12 will be processed through the word processor and placed in the print que for mailing the same day. The record of "ABC123" will automatically be updated to show that letter 12 was issued that day at that time, by that operator. A multitude of form letters are available and specific letters and forms can be constructed after further discussion with Agency staff.

If the Agency would like to generate correspondence automatically *ETEC* will provide this capability to those departments who are also on-line to the system. Specific correspondence will be designed for the Agency as a whole which will be used for all departments. This correspondence will be generated from the service center automatically and a complete accounting will be made so the individual departments can be billed for the postage directly each month.

9. Automated Court Hearings, Appeals and Scheduling

The **AutoPROCESS** On-Line Court Hearings, Appeals and Scheduling provides for the display of hearing schedules, adjustments to these schedules via terminals to the system, and the preparation of hard copy citation history, supporting complaints and calendar documents. This subsystem is operated by *ETEC* customer service representatives or it can be operated by Agency staff.

Typical Court/Hearing Process:

- Admin Review Request
- Admin Review Result
- Formal Hearing Request
- Hearing Payment (Fine Deposit)
- Formal Hearing Result

As with permits, Court Procedures are unique to each Agency. We have a basic Courts Module which can then be customized to meet each client's needs after working together with the Agency to design specifically how this module should operate. Enhancements to this module are then completed and installed at the client location.

10. Interactive Voice Response System (IVR)

US Audiotex, LLC. (USA), has joined the **ETEC** processing family and will be subcontracted to provide the Interactive Voice Response System (IVRS) for this project. **ETEC** and USA have just recently contracted for USA to provide their IVRS for both of the **ETEC** California Parking Enforcement Centers (San Ramon and Irvine). USA has extensive past and present experience with IVRS service delivery to cities and courts across the country for parking citations and traffic tickets.

The IVR System allows callers to get information about outstanding citations via a touch tone telephone 24 hours a day 7 days a week. This time and labor saving system provides three program modules, each adding an increased level of efficiency to the Service Center with an additional level of valuable information for the caller.

The Information Delivery and Call Router Module provides informational messages on a selection of categories ranging from address, location, hours, directions and payment procedures. After listening to the messages the callers are offered the option of repeating the message, speaking directly to a clerk if needed, or accessing another menu to receive additional information.

The Citation Inquiry Module provides real time status on a particular citation. Callers can access specific information on their citation by entering a citation number. Information is retrieved from the Computer System database for the specific citation. The caller can determine if their citation has been cleared, if it is past due, or if a hold has been placed on their vehicle registration at DMV. The caller can also schedule reviews or hearings to contest the citation.

The Credit Card Processing Module allows callers to pay fines and fees due over the telephone with a credit card. Qualified callers will automatically be offered the option of paying their fines and fees over the phone using VISA, MasterCard or Discover credit cards. The IVR system quickly guides the caller through the necessary data entry, then authorizes the card and posts the transaction while the caller is on-line. After the payment processing is completed the IVR system clears the citation by updating the Computer System database. After the update the IVR system verbally issues the caller a unique receipt number. This number is also posted on the Computer System database.

The interface with our IVR System and the main AutoPROCESS System is included with this module. The AutoPROCESS System can also accommodate an interface with your existing or any other planned IVR System. The specifications for the creation of this interface to the AutoPROCESS System are detailed in the attachments to this proposal.

11. Client Specific Customization

ETEC provides customization, such as multiple notices and DMV interfaces, at no additional cost in most cases unless the customization is very extensive requiring program design changes.

Other System Enhancements and Optional Subsystems

ETEC is currently in the process of making **AutocITE** Systems enhancements and modifications to implement Document Imaging, Remittance Processing and GIS to our services. These new enhancements will be available as part of the **AutocITE** System and as a service through our Enforcement Centers.

1. Document Imaging System

Current enhancements being made to the **AutoproCESS** parking citation processing system to include full Document Imaging capabilities. This subsystem will include imaging all hand written citations, payment copies, checks, notices, correspondence, photos, and review and/or hearing documents. This will eliminate the need to store these paper documents and will allow for access to the on-line stored images for customer service, and review and formal hearings.

The interface with our Document Imaging System and the main **AutoproCESS** System is included with this module. The **AutoproCESS** System can also accommodate an interface with your existing or any other planned Document Imaging System. The specifications for the creation of this interface to the **AutoproCESS** System are detailed in the attachments to this proposal.

2. Remittance Processing

ETEC is in the testing phase of a new Remittance Processing System for the **AutocITE** Systems to be used to automate the check payment process.

The interface with our Remittance Processing System and the main **AutoproCESS** System is included with this module. The **AutoproCESS** System can also accommodate an interface with your existing or any other planned Remittance Processing System. The specifications for the creation of this interface to the **AutoproCESS** System are detailed in the attachments to this proposal.

3. Geographic Information System (GIS) - AutoMAPPER

We are also in the design phase for the implementation of a Geographic Information System into the AutoCITE Systems for graphic display of citation issuance data.

The interface with our AutoMAPPER System and the main AutoPROCESS System is included with this module. The AutoPROCESS System can also accommodate an interface with your existing or any other planned GIS System. The specifications for the creation of this interface to the AutoPROCESS System are detailed in the attachments to this proposal.

Data Conversion from Old System

Over the past fifteen years our staff has been involved in several citation processing systems development efforts, systems rewrites and data conversions. Two such large data conversions were completed for some of our clients listed as references for this project. We originally developed a citation system for Los Angeles County and three years later did a data conversion for the same client to a new citation system. This effort included 24 court districts and over 150 agencies issuing about 700,000 per year at the time. Santa Clara County, including the City of San Jose (approximately 600,000 citations) was also converted from a large 3090 mainframe operation to run on our system operating on dual Digital VAX Systems. Although we no longer are operating these systems they are still being used by these clients and are operated by another vendor which acquired our old company. In fact the same original parking citation system in Santa Clara currently is operational with an annual volume of about 800,000 citations for multiple clients.

Recently (4/98) we completed a very large data conversion with the implementation of the AutoPROCESS System for the City of Milwaukee. On Wednesday April 29th their former vendor Lockheed IMS stopped processing. On Friday May 1st at 7AM in New York we picked up the conversion data (4,146,538 parking citation records), flew back to Milwaukee and began the conversion at 10AM. On Sunday May 3rd at 10AM the AutoPROCESS System had converted 543,245 open parking citation records back to January 1996. On the May 4, 1998 the Milwaukee AutoPROCESS System began live production with over 150 workstations on a WindowsNT/Oracle network throughout the City including 9 POS cashiering workstations at 3 payment centers and the City Tow Lot. By May 7th the remainder of the old open parking citations (600,000+) dating back through 1991 from Lockheed were converted to the data base.

We are very confident in our ability to convert the old citation data base for the Agency. Since we do not know at this time the actual status of all of the citations now open on this system we cannot give a cost for such conversion. The cost will depend on the necessary actions required for these citations and the volume of such actions. If we are the selected vendor we will analyze the data from a tape prepared by the Agency and discuss all of the possible actions and our recommendations, as well as costs for the conversion.

The detailed conversion of Legacy data files from your old system to the main AutoPROCESS System is included with this module at the base price quoted in the proposal. The specifications for the creation of these importation files for conversion to the AutoPROCESS System are detailed in the attachments to this proposal. Any requirements beyond these specifications will be discussed with your staff and a mutually agreed upon plan for the conversion will be completed and executed.

Back-Up, Catastrophic Failure and Reconstruction

AutoNET is an AutoPROCESS feature through the ORACLE Data Base Server System backup and restore utilities on the NT Network which ETEC provides as an integral component of our law enforcement systems and solutions. We integrate this sophisticated Data Backup and Communications Network software into our police and parking systems as well as use the product throughout our Parking Enforcement Centers. AutoNET can be used as a "HOT STANDBY" system or can be purchased as a mirror-image system in conjunction with the AutoPROCESS System.

AutoNET not only provides our Parking Enforcement Centers with on-line connectivity (1,500 - 3,000 transactions per hour) with the Department of Motor Vehicles, it also provides our first line of protection against Catastrophic System Failure.

AutoNET consists of dedicated data lines and "hot standby" computers with a mirror-image of our systems which are immediately available as a backup system. These standby computers can also be connected via the network across the country. For example systems in our Michigan and our San Ramon Offices can be immediately backed up to our Irvine Office or any other office. If the San Ramon Main System were to go down the San Ramon Office could immediately switch to their own backup system, or over to a backup system (in Michigan or Irvine) via the network, and operate fully until their system capability was restored.

ETEC, along with our associated consultants, can be available to conduct studies to review and analyze any or all aspects of your parking program, including parking enforcement, meter installation, residential district parking, and long-range planning for issuance, processing and collection improvements with relation to parking violations.

Management Consulting and Planning

These interfaces must be thoroughly defined by the Agency staff and understood by our engineers before they can be completed. This is accomplished through a **Technical Design Document** that both parties sign prior to any programming by **ETEC**. Some of the current outside systems interfaces (i.e. IVR and remittance processors) are discussed in the **AutoPROCESS** Baseline Specifications document in the attachments to the proposal. Base prices for these interfaces are provided in the Cost Proposal Section. If the specific interface does not fall within the parameters of the baseline document then discussions will be held with Agency staff to determine the needs, create the **Technical Design Document** and determine a price for the enhancements.

Many of our clients have interfaces to other systems, such as remittance payment processing systems and accounting systems (e.g. SCT Banner). Interfaces to and from these outside systems is completed through the **AutoPROCESS** Import and Export Utilities. Simple ASCII files are created between the two systems to accomplish the data transfer.

Interface of AutoPROCESS with Other Outside Systems

NOTE: As stated above the AutoPROCESS System data base is backed up by using the Oracle Backup and Restore Utilities. These functions are dependent on Oracle and not on AutoPROCESS. Procedures for a single-user Personal Oracle System are provided at the end of the AutoPROCESS Baseline Specifications document in the attachments to the proposal.

A very comprehensive set of back-up tape programs and procedures are also performed daily and monthly in each Parking Enforcement Center. These tapes are kept both on-site and off-site, on a daily rotation schedule, to protect against a Catastrophic Failure such as a fire burning down the office. Should this happen processing would be immediately shifted to one of the other offices on the network until local operating capability becomes available.

C. Parking Enforcement Service Center

It is important to note that the **ETEC** Parking Enforcement Service Centers operate the **AutocITE** Systems daily to perform all parking citation processing and collection functions for over 200 issuing agencies with varying quantities of citations for each. The **ETEC** Parking Enforcement Service Centers began with **AutocITE** and **AutopARK** over fourteen years ago and now process over 4,000,000 parking citations per year. With this track record, **AutocITE**, **AutopARK** and **NEW AutopROCESS** are proven systems and operate efficiently with both small and large volume processing.

This section of our proposal describes the **AutopARK** and **NEW AutopROCESS** System as they operate through our **Parking Enforcement Centers**, providing citation processing, revenue collection and a comprehensive **MIS Reporting** system. This is a stand alone system which has full parking management capability including a permit management system and full on line cashiering capability. The cashiering terminals are included in the proposal as options. In our discussions with your Agency, if we are selected, we will more fully describe our permit system and cashiering capability. In addition to being resident on this system this data can be moved and interfaced with any other mainframe or micro based systems at the agency if desired.

For our descriptions of this system and services we have followed the processing specifications according to California State requirements. Modifications for other states have and will be easily made after further discussions with the Agency. The functions described are the same whether the system is operated by the Agency or by **ETEC** as a service center. Functional performance of the systems would be the same. Separate price options are detailed in the Cost Data Section.

As a service center **ETEC** operates the **AutopROCESS** System on several machines. In our Operations Centers in Irvine, San Ramon and Grand Blanc we have chosen a network of **AMS** and **Intel Series 90** and **2000** mini computer systems running the **PICK** operating system. These systems are expandable to 256 megabytes each of main memory and 10.2 gigabytes of data storage. Similar configurations will be installed in our Regional Operations Centers and in larger issuance agencies who desire an in-house system. We also run the same applications and operating system on **PCs** as support to our remote clients who operate **PCs** or **Laptops** at their location. Also in-house our **Enforcement Management Network (ENET)** **IBM 3270** network provides our on-line access to **DMV** processing about 1500 to 3000 transactions per hour for registered owner information and registration hold placement. **ETEC** is a licensed **PICK** software dealer, and a licensed **AMS/FUJITSU** hardware and software dealer.

Scope of Work

The **AutoPROCESS System** includes ticket book inventory and control, data entry, payments, R/O address inquiries with the DMV, print and mailing of delinquent notices to violators, DMV hold placement and removal and provides for a complete management information system and audit trail for the parking management program. In addition in the service center we provide for cash management through a lockbox operation, telephone and correspondence services, court appearance scheduling and a local office for walk-in services if the volume warrants this level of service. We have provided a price quote in our proposal to provide the agency with the exact specified systems, as we understand them. In addition we have provided several other options from which the Agency may select specific systems or levels of service and control.

ETEC will provide an on-line Automated Parking Citation Processing and Collections System (**AutoPROCESS**) for both in-state and out-of-state citation processing. This system provides for automated citation issuance (handheld computers), data entry of citation (manual) and disposition data, interface with the Department of Motor Vehicles (DMV), the generation and mailing of Notices of Illegal Parking to the registered owners, placement and release of DMV registration holds, on-line inquiry, lockbox cash management, telephone and correspondence processing, administrative hearing interface, management and statistical reporting for the issuing agencies and the Court, as well as capabilities for the providing other sub-systems as required by the Agency or Courts in the future.

Agency Liaison

For our service center clients **ETEC** provides a liaison between the Agency and the nearest Operations Center for the reception of citations and dispositions. A company courier, using a company-owned vehicle, makes scheduled stops for pickups in some areas. Most clients send source documents through regular or custom designed express mail.

Data Entry

As a service center function citations, deletions, holds and dispositions will be picked up and processed as necessary and input into the system. In addition **ETEC System - AutoISSUE**. This system provides handheld computers for the field to replace hand-written (and often illegible) citations. The system provides for

automated habitual offender tracking and reduces the cost of printing citations by more than 50% in most operations. This system can be provided as part of this proposal process.

Citation data is retrievable via Video Display Terminals or PC Workstations. This data base is accessible by license number, citation number, and name. Numerous levels of security are maintained for the protection of all users' data. Specific account numbers and passwords are maintained for each issuing agency on the system. An additional fee will be charged for entering any hand-written citations.

The system is interactive with off-line entry of citation and transaction data. Updates to the citation data base are processed and posted after the data entry and edit verification process is completed.

Payment Processing

On line payment processing and collections capabilities are provided with the **AutoPROCESS System**. Full on line access to the data base is available at our local office, and at the agency, for inquiry and payments at the counter. If the system is operated by **ETEC** as a vendor a full set of status reports and license cross references will be available for payment processing. Management information reporting is provided for very thorough financial analysis and auditing. **ETEC** is currently working on the completion of the capability of paying via credit card over the Internet. Payment installment plans are also available.

Lockbox Cash Management

A local post office box will be established for the receipt of payments by mail. These payments will be processed by our lockbox cash management staff and then deposited into a Parking Account established with the Bank of America or National Bank of Detroit (or other bank if required by the Agency) in the name of the Agency.

A full accounting will be made to the Agency at the end of each month. Records of deposits, management reports and statistical summaries of activity for the period, together with supporting detail, will be delivered to the according to specific requirements of the Agency. Credit cards and payment plans are accepted upon approval of each individual Agency client.

- The days mail is sorted and opened

- Payments are processed according to the amount sent in by the violator

- Cash payments are identified, under double custody, and logged with a supervisor. All payments are then counted into batches of 50 for processing

- Each batch is then given a batch number used to identify that group of citations for any subsequent or future retrieval

- All payments received for the day are deposited on the same day

- Each agency will have a separate and distinct account for a complete audit trail

- All violator payments are then sent to the data entry department for keypunch with that days batch number which is the Julian date

The bank account will be a Parking Account or public funds account in the names of *ETEC*/Agency. The revenue will be transferred to the Agency at the end of each month. *ETEC* will issue a check to the Agency which will then be countersigned for deposit, if it is a public funds account. If the account is a parking account counter signatures are not required. If the agency so desires, an account can be established for *ETEC* to make deposits only and the agency could then take on the cash management function and move the funds to interest bearing accounts.

Bank processing charges are normally offset by compensating balances. If the balances are not sufficient to offset the charges, those charges will be deducted from the amount due the Agency or billed to the agency each month.

ETEC will prepare and send letters to the issuers of NSF checks to inform such issuers of the returned check and to provide notification that a \$20.00 NSF penalty charge has been added to the total citation payment due and that payments must be made by cash, cashier's check or money order. In these cases the agency will receive the original penalty amount and *ETEC* will be entitled to the NSF fee collected. A full accounting reconciliation for this NSF account will be prepared by *ETEC* each month and submitted to the Agency. *ETEC* will be liable and responsible for all collection shortages which may occur during the *ETEC* collection and processing activities.

Since the new legislation for official noticing to violators it becomes increasingly important for the Agency to send notices in a more timely manner. **ETEC** has 24 hour, on-line access to DMV which provides for 1,500 to 3,000 transactions per hour. With on-line access the notices can be mailed immediately upon receipt of the registered owner from DMV (overnight in most cases). If **AutoCITES** are used, and transmitted daily, it would be possible to go to DMV and then send the notices the day after issuance of the citation. This would not only have a positive collection and compliance impact but it would also accelerate cash flow.

Full system edits and make mismatch error functions are in place to insure proper identification of vehicle registered owners. These verification procedures consider and evaluate the following: New Owner Information, Address Changes, Transfers, and Registration Validity.

The system provides an **ON-LINE** interface with the DMV to obtain the registered owner information. At least three attempts are made to obtain this information. Requests are made on-line on a daily basis. When the citation becomes delinquent (pursuant to your criteria) the registered owner name will normally already be available for the automatic generation of the Delinquent Notice. **ETEC** will assist in the acquisition of new DMV Court codes for the Agency, if desired, since they will be starting with a new data base. By keeping them separate a better audit trail will be provided for old citations and new citations as part of this agreement. This number will be active by the time the first hold placements are due. The old number can certainly be kept instead if desired.

DMV Interface

ETEC utilizes, with client approval, a Lockbox subcontractor for cash management services. Check Processors, Inc. (CPI) is located in Sacramento, California and are processing parking citation and utility payments for several California public agencies. Payments are deposited into a bank clearing account and then one check is issued to the client bank account. Through this method our clients can save about 9%-10% on the normal check processing fees at the bank. After balancing the payment data is transmitted on-line to the **ETEC** Enforcement Service Centers for posting onto the **AutoPROCESS** file. For Northern California customers, and unless your agency objects **ETEC** will use CPI, which has the same audit controls as we have always maintained at **ETEC**. More information about CPI can be found in the Attachments to this proposal. CPI currently is a 45% Women Owned Enterprise.

Notice of Intent

A Notice of Illegal Parking and Intent to Notify DMV is generated within a time frame specified by the Agency and/or the Courts. These notices are mailed first class and include a return envelope for payments back to the appropriate location. In the service center option these delinquent notices are provided by *ETEC* and will contain all information required by the California Vehicle Code (or other appropriate code), including at a minimum:

- Registered owner address
- Vehicle license number
- Vehicle make
- Parking citation issue date and number
- Location where citation was issued
- Issuing agency
- Violation description
- Information on how and where to mail or make payment
- Amount of payment required
- Consequences of non-payment (penalties and DMV Hold)

The system will also generate a second notice to a new registered owner when the original notice is sent to a person who no longer owns the cited vehicle and the appropriate papers are forwarded from the Court to *ETEC* for accomplishment of this task. When this "Declaration of Non-Ownership" form is completed by leasing companies along with the appropriate information notices will also be sent to lessees.

Notice of Non-Compliance

A DMV Hold Notice (where applicable) is transmitted to DMV on all vehicle registered owners who have not complied with the Notice of Intent. These holds meet the time frame as designated by the Agency and Courts and will be placed in accordance with the State Vehicle Code and DMV procedures.

The AutoPROCESS System also provides the ability to interface with the DMV to release previously placed holds. Dispositions that release holds are generated by the Agency, Court or DMV. Collection and removal reports are also available as part of this process.

Telephone/Correspondence and Court/Hearing Scheduling

As required all telephone and correspondence processing will be provided by **ETEC** using regular and 800#s. We will respond only on public matters of a non-judicial nature, or as otherwise directed by the Agency. **ETEC** will coordinate all Court, Administrative Reviews and/or Hearing appearances for the violator, with the appropriate Agencies/Courts and your Agency, based on specific guidelines (AB408/AB780/AB1228 in California) developed by the Courts and the Agency. Records will be maintained indicating reductions or cancellations of parking citations as a result of court action.

1. Automated Call Director Telephone System

Customer Service Representatives use our Automated Call Director system with the Cinphony software system. The system has on-line, real-time monitoring of all citizen calls for service. The system also provides for generating MIS reports for documenting:

- Total number of incoming calls
- Total number of calls received
- Total number of calls handled by the Automated Voice Response System
- Total number of calls handled by the Customer Service Representatives
- Total number of calls disconnected as a result of a citizen "hang-up"
- Total number of calls disconnected due to a failure of the phone system
- Percentage of incoming calls completed
- Average wait time per call

2. Interactive Voice Response System (IVR)

US Audiotex, LLC. (USA), has joined the **ETEC** processing family and will be subcontracted to provide the Interactive Voice Response System (IVRS) for this project. **ETEC** and USA have just recently contracted for USA to provide their IVRS for both of the **ETEC** California Parking Enforcement Service Centers (San Ramon and Irvine). USA has extensive past and present experience with IVRS service delivery to cities and courts across the country for parking citations and traffic tickets.

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3. Automated On-Line Correspondence

The On-line Correspondence subsystem of **AutoPROCESS** allows for the automated generation of correspondence, using a very powerful word processor, from the inquiry screen. An operator can generate a stored letter or form from the inquiry screen as well as update the record. For example, while inquiring about license "ABC123" and operator can scroll through the stored letters and forms in the "Correspondence Window", and select letter 12 for mailing to the registered owner. Letter 12 will be processed through the word processor and placed in the print que for mailing the same day. The record of "ABC123" will automatically be updated to show that letter 12 was issued that day at that time, by that operator. A multitude of form letters are available and specific letters and forms can be constructed after further discussion with Agency staff.

All records and files for parking citations issued and referred to **ETEC** will be maintained in the local office or in the Operations Center if the local office option is not selected. In either case, such files will contain records of payments, collection

The ability to handle walk-in traffic will be available to the public from 8:00AM to 4:00PM, five days per week, except holidays recognized and agreed upon by the Agency. The fee for this option may be re-negotiated at such time this service level is desired. This fee may in fact be reduced, or at least off-set, by utilizing space in the Agency or leasing back space owned by the agency. In addition as processing volume increases for the surrounding agencies cost reductions can be passed on to all agencies processed through this office. This option is an expanded version of the cashiering function described in an later section and could incorporate the CAD function as a service provided by **ETEC** staff.

ETEC will provide, if the issuance level warrants, a local County Parking Service Center. Not only would this office provide for walk-in payments, sufficient staffing, telephones and receipt of mail processing, it would also include a full AMS or Intel Series 90 or 2000 computer system connected to our **ETEC** Network and totally dedicated to processing the citations for the all County issuing agencies. By networking local based systems the agencies will enjoy a service level provided by a system specific for their own data base needs and no longer be required to fall in line, as with other service centers on one large mainframe system, behind much larger issuing agencies which take a higher priority because of their sheer volume.

Local Customer Service Office (Optional based on volume)

The **AutoPROCESS** On-Line Court Hearings/Appeals and Scheduling provides for the display of hearing schedules, adjustments to these schedules via terminals to the system, and the preparation of hard copy citation history, supporting complaints and calendar documents. This subsystem is operated by **ETEC** customer service representatives or it can be operated by Agency staff. The tracking of all time-lines for all reviews, hearings and court appearances are provided through this sub-system.

4. Automated Court Hearings/Appeals and Scheduling

If the Agency would like to generate correspondence automatically **ETEC** will provide this capability to those departments who are also on-line to the system. Specific correspondence will be designed for the agency as a whole which will be used for all departments. This correspondence will be generated from the service center automatically and a complete accounting will be made so the individual departments can be billed for the postage directly each month.

More detailed information for California and Out-of-State Processing and Collections history and statistics is provided in the attachments to this proposal.

CLIENT	DMV HIT RATE	COLLECTIONS RATE
Monterey	93%	88%
Milwaukee	75%	88%
Walnut Creek	86%	85%
Stockton	84%	84%
Pacific Grove	65%	84%
Monterey Park	52%	82%

In the course of providing processing and collection services to most of these clients we have been very successful in the improvement of their collection rates (tickets paid) over what they had realized prior to implementing **ETEC** systems and services. Following this page is a more in-depth discussion of these collection follow-up efforts for tickets issued to vehicles with Out-of-State (OOS) registrations. Below we have provided some collection and closure rates for some of these clients for tickets issued to vehicles registered in California:

Processing and Collections For Citations Issued to California Registered Vehicles

efforts, dispositions, and any other pertinent information required to provide a reasonable audit trail. These records shall be available, on a document imaging system, for inspection and audit by the agency staff at all reasonable times upon prior notice. Original documents, once imaged, will be sent back to the Agency or destroyed at the direction of the Agency. Additionally, **ETEC** will provide access to all corporate financial records upon request by the Agency audit staff for audit purposes, and shall provide right of entry to premises and access to all documents to Agency staff upon demand. **ETEC** will suspend processing any citation referred to it upon written notice to do so by the Agency. **ETEC** will return any citation or facsimile requested, and maintain records indicating any suspension of the citation as a result of the Agency request.

Management Reports and Statistical Analyses

The system provides a full complement of daily, weekly, monthly, quarterly and annual management reports for both the Agency and the Court. This report and statistical component surpasses all the requirements of your request for proposal. Some samples of this reporting capability are included in the additional information section. Specific reports may be custom produced based on your criteria. In addition the system also has an ad-hoc report writing capability (ACCESS and SHAZAM) which allows the Agency or Court staff to search, and analyze data, and create on line reports as needed. Reporting will be addressed at the initial start-up meeting. Any reports to be custom designed for this project will be developed with the Agency(s). Through this procedure all reporting needs can be accommodated, if not already met by the existing reports available.

Out-of-State Follow-Up Processing

No States, or vendors within those States, have reciprocal agreements for the sending of "Notices of Intent" and "Notices of Non-Compliance" and the placement of DMV holds for out-of-state vehicles. There are however agreements for the exchange of registered owner information. With that information a follow-up collection notice process (like the Notice of Intent or Delinquent Notice) is possible. *ETEC* provides such a follow-up process for all 50 United States, the District of Columbia and 13 Canadian Provinces.

Citations issued to out-of-state vehicles are processed just like the in-state citations, at no additional charge. Should these citations become delinquent (30 days recommended) then the individual state of registry must be accessed to obtain the information to send the notice. *ETEC* provides this interface, and assumes all of the costs, and then generates a series of collection notices to the registered owner in the foreign jurisdiction. If this collection process is successful and the delinquent out-of-state citations are paid, with Agency approval, *ETEC* would be due a contingency fee from the revenue collected, or a negotiated fixed fee. It should be reiterated that this contingency fee is only for the delinquent out-of-state citation follow-up process and not for out-of-state citations which pay through the normal process.

Out-of-State Follow-Up Collections Rates, Experience and History

In over 15 years of providing parking citation management services to cities, counties and universities we have always provided, as a basic part of our processing and collection contracts, follow-up on delinquent citations issued to Out-of-State registered vehicles. Based on this extensive experience, our efficient and effective approach to this process, and some research done in Alameda County we expect to obtain 75%, or better, valid vehicle registration (hit rate) from around the country. From that information we can expect as high as a 35%, or better, collection rate. An extremely important aspect of attaining this collection rate is the celerity and consistency of the interface between your system and ours.

Over a 5 year period of processing for the Marin County Parking Authority we had hit rates of as high as 90.9% and collection rates as high as 57.6%. Average hit rates were 74.2% and average collection rates were 29.2% for all issuing agencies (15) in the Authority.

During the 6 year period of processing for the Los Angeles County Municipal Courts (24 districts) we had hit rates of as high as 82.0% and collection rates as high as 38.3%. Average hit rates were 69.1% and average collection rates were 21.2% for all issuing agencies (150+) in all Districts.

As part of a larger research project some preliminary analyses of registered owner information was conducted for the City of Berkeley. A random sample of 695 Out-of-State license numbers was generated from the City computer so as to obtain an equal representative sample from all states. The sample included City issued citations and citations issued by the University of California. These license numbers were processed through our system using the same methodology we use currently. Within 8 days we prepared our report back to the Agency. In that time we had already received a hit rate averaging 74.8% across all states. This included some states in which we received 100% and some with 0% which had not come back as of the report. We were not successful in convincing the City to send notices to these registered owners so we do not have a collection rate for this population of offenders. A copy of this OUT-OF-STATE R/O RETURN ANALYSIS is included for your review in the attachments.

Also in the attachments you will find reports from three of our current clients with an analysis by quarter for good information returned from DMVs around the country (Hit Rate) and payments on citations after notices were sent to those with valid registered owner information (Collection Rate). As you can see for the University of California at Berkeley we had hit rates as high as 76.31% and collection rates as high

as 37.44%. The same rates for the City of Pacific Grove were 76.11% and 31.38%. For Orange Coast College the rates were 75.44% and 29.70% and for Monterey Park they were 76.92% and 26.08% year to date.

The City of San Diego is not only one of our largest AutoCITE clients (66) we also processed all of their Out-of-State citations. They issue over 500,000 parking citations annually of which about 10% are issued to Out-of-State registered vehicles. In February of 1991 we expanded our contract to provide them with follow-up collection for these Out-of-State registered violators. This project included taking a beginning backlog of approximately 60,000 citations going back as far as two years. The second phase was to begin a monthly on-going process as soon as the citations were 30 days delinquent. In a little over one year we have collected \$600,000.00 for the City of San Diego. We processed an average of 3,000 delinquent Out-of-State parking citations each month for an average of \$50,000.00 per month.

Special Collections Processing

As DMV purges holds from their files or as holds are rejected because of transfers or make mis-matches **ETEC** provides a special collection processing function to address these areas. A manual search is also conducted through DMV on those R/Os invalid after three (3) attempts.

Also as part of this special process lessee, renter, 2nd owner and habitual offender letters are prepared and mailed to the appropriate party. Lessee and 2nd owner letters can be sent in the form of mailers or on Parking Enforcement Center letterhead. Habitual offender letters are prepared on Parking Enforcement Center letterhead, issuing agency letterhead or both.

As part of this special collections effort **ETEC** has the ability to assign these accounts at some point, upon agency approval, to a collection agency for further processing. If we do the fees for those collected would then be due to the collection agency and not to **ETEC**. By this method it becomes very important for us to be as efficient and effective as possible in our efforts to secure payments prior to assignments which would be of no cost benefit to **ETEC**.

Special Collection of Unpaid Items Include:

- DMV Hold Rejects, Releases and/or Transfers
- Aged DMV Holds
- No Return of Registered Owner Information
- After Return of Declaration of Non-Ownership
- Scottlaws
- Selected High Dollar Amounts

Collection Agency Follow-Up

ETEC works very closely with our collection agency partners **Law Enforcement Systems, Inc. (LES) and Professional Account Management, LLC. (PAM)**. They have offices all across the country with corporate offices in Michigan, New York and Wisconsin. Both have many years of collections experience in both the public and private sectors. Each provide collections for traffic tickets and parking citations all across the USA and Canada. In the **City of Milwaukee** alone we collected **\$1,604,537** in the first six months just on parking citations. This amount comes from our follow-up collection efforts on citations which have already gone through the normal City procedures (notices and DMV holds) for the first eighty (80) days. About half of the amount collected in this first six month period comes from Legacy delinquent citations which were still outstanding and uncollected by the previous vendor for the City, Lockheed IMS.

As previously stated **ETEC** provides the normal parking citation processing of DMV interface (in-state and out-of-state), to obtain registered owner information, and then sends the appropriate notices specified by each of our client agencies. PAM and LES then provide all of the collection follow-up activities such as telephone calls, skip tracing, small claims filings, Tax and Lottery intercepts where authorized, wage garnishments and other methods allowed by individual states, and specified and approved by each individual client.

Our partners have been conducting business as collection agencies for over 10 years and are incorporated in the State of New York (LES) and the State of Wisconsin (PAM). They handle all types of collection accounts. They collect commercial, retail, student loan, medical and government accounts. Our primary specialty is government collections, making up roughly 75% of our annual placements. Both are members of the American Collectors Association and PAM is a member of the Government Services Program. We also maintain membership in the New York and Wisconsin Collectors Association, The American Management Association and the Metropolitan Milwaukee Association of Commerce.

These partners also handle many government accounts which include: all taxes, DNR fines, all state and municipal fines and forfeitures, parking citations, traffic citations, ambulance, fire departments and county hospitals. The total amount dollar amount of **ACTIVE ACCOUNTS** assigned to them by all current clients is approximately 100,000,000. PAM has provided collection services for the Milwaukee Department of Public Works for over 1 year, the Milwaukee Municipal Court for 8 years and the Racine County Circuit Court for 3 years.

Collection Agency References

1. City of Milwaukee, Municipal Court
James Stelien
Assistant Court Administrator
(414) 286-3820
2. City of Milwaukee, Department of Public Works
Sandy Westbrook
Contract Liaison Officer
(414) 286-3308
3. Venator Group (F.W. Woolworth Co.)
Ken Bashore
Manager of U.S. Cash Management
(717) 972-5247

Collection Agency Contacts

1. Law Enforcement Systems, Inc.
47-40 21st Street
Long Island City, NY 11101
2. Professional Account Management, LLC.
2040 West Wisconsin Avenue - Suite 350
Milwaukee, WI 53233
3. Professional Account Management, LLC.
4710 Horger Road - Suite 2
Dearborn, MI 48126

Law Enforcement Systems, Inc.
Richard K. Carrier, President - (718) 729-3859
Professional Account Management, LLC.
Brian J. Dunn, Vice President - (414) 931-8117

On-Line Access

ETEC will provide the agency with on-line access to the systems which are described in this proposal. The method of access will depend upon the level of systems and services chosen by each agency. Line costs will be the agency responsibility.

Optional on-line access can be accomplished by supplying a terminal or PC, a dot-matrix printer and modem, dedicated or dial-up, or by actually installing an AMS, or IBM compatible computer at the agency. Current clients using the latter method find they have more control and also eliminate the sometimes inefficient exchange of citations and disposition documents for data entry into the system. By having an in-house computer with a resident data base the agency would have immediate access to disposition information and not have to wait for courier pick-up, data entry at the service center, and courier return.

In addition to the normal batch process two distinct types of on-line access may be selected by a agency or issuing agency:

1. On-Line Inquiry

At a minimum the capability to inquire on:

- Current and historical data on registered owners
- Citations via license number
- Citations via citation number
- Time and location of citation issuance
- Fine, penalty and payment data
- Scofflaw or Habitual Offender status
- Current citation status
- Date of Disposition
- Due Date on Notice
- Court Hold type and date

2. On-Line Update

This on-line option will provide the agency with an input option for on-line add and/or update function at their terminals, or the agency will be provided with a daily cashing function for citation walk-in payments in facilities designated by the agency.

The AutoPROCESS System On-Line Cashiering Subsystem using the Point-of-Sale "Cash Terminal" and other System PCs, Terminals and Printers can be installed at Agency Cashiering Office, Parking Enforcement Office, Hearing Examiners Office,

On-Line Cashiering System at the Agency (Optional)

As Agency needs change and State laws change system modifications to respond to these changes are normally fairly straight forward and expeditious. While modifications can be accomplished with some speed all changes will be first well defined with the Agency and fully tested before implementation into the production environment.

In another section the AutoPROCESS hardware, operating system and application software are fully described. It should be further elaborated here that AutoPROCESS utilizes Operating Systems and relational data base management systems with adhoc report writing capability and a reputation in the computer industry for ease of operation, training and enhancement. Modifications and changes to the system can and will be made in a timely and controlled manner. This ease of modification is not available with the much larger mainframe systems which requirement all of their clients to operate in a very specific way. All of our clients, even where running on the same local Enforcement Center system have their own individual account and data base with each Agency's own unique characteristics.

Systems Flexibility for Enhancement with Testing

Any microfilming requirements of the RFP will be met by ETEC with regard to indexing, storing and retrieving of original tickets. Since we anticipate the agency's use of our AutoCITES the need to microfilm original tickets should be reduced by about 90%. ETEC recommends the implementation of an imaging system on laser disk which will be more efficient and compatible to electronic issuance of the tickets. This system will be thoroughly discussed with the agency if we are the selected vendor.

ETEC normal service center procedures are to archive quarterly. Requests to archive and purge from the on-line system are sent to our clients and upon their approval dispositions and other citations meeting client purge criteria are archived to tape for storage and restoration if needed at some later date. Copies then are provided for the client on media specified by them (tape/film/fiche/paper).

Ticket Microfilming, File Archiving and Purging

Systems security with regard to levels of password protection available from both the OS and **AutoPROCESS** are discussed in the another **AutoPROCESS** Systems Section. Office physical security is also provided by alarm systems.

Office and System Security

- Apply adjustments to amounts paid
- Print a listing of all payments and adjustments
- Print "court abstracts" which provide proof of citation disposition

NOTE: AGENCIES USING AUTOCITES WITH MAGNETIC STRIPE READERS FOR THE NEW DMV DRIVERS LICENSE COULD ACTUALLY TAKE CREDIT CARD PAYMENTS AT POINT OF ISSUE (POI), TOTALLY AUDIT CONTROLLED IF A COURT OR AGENCY SO DESIRED

- Allow payment of individual or multiple citations to a given license plate with a single entry
- Allow for payment of selected citations issued to a given license plate number
- Allow for the payment of all boot/tow impoundment fees
- Print a receipt which displays all citations paid and the total amount
- Display totals of monies collected by a cashier in categories (cash, check, money order, credit card)

The Cashiering Subsystem will:

In addition to the features listed previously this subsystem will be enhanced to meet all of the requirements and needs which are specific to the agency.

Contract Auditor and Lockbox Operations, or other offices as required by the agency. This system provides all of the local on-line terminal functionality combined with the cash register audit and balancing requirements. The "Cash Terminal" is connected on-line to the **AutoPROCESS** System for payment processing as well as Boot/Tow payment information, Hearing Officer information and MIS reporting.

ETEC, and our associated consultants, are available to conduct studies to review and analyze any or all aspects of your parking program, including parking enforcement, meter installation, residential district parking, and long-range planning for issuance, processing and collection improvements with relation to parking violations.

Management Consulting and Planning

ETEC will provide a designated representative, who will be charged with the ongoing responsibility of management of your agency processing and collection contract and operations.

Agency Account Representative

All forms, delinquency notices and correspondence will conform to all applicable state and local laws and regulations. Prior approval will be obtained before use of any such forms or notices.

State and Local Law Compliance

ETEC will store original citations on a document imaging and retrieval system for a maximum of one (1) year as long as any processing agreement is active. Original paper documents will be returned to the Agency after data entry. At the termination of any such agreement **ETEC** will provide all records to the agency on magnetic tape.

Storage of Documents

All reports, information, data files, and tapes furnished or produced by the processing of parking citations shall be confidential. Such information shall not be made available to any individual or organization without the prior written approval of the agency. **ETEC** will insure compliance with all appropriate state and federal regulations pertaining to the confidentiality of information.

Confidentiality of Information

Insurance Certificates

With the service center option, **ETEC** will deposit, upon execution of an agreement with the agency a certificate of insurance which will evidence that **ETEC** has in full force a comprehensive general liability policy protecting **ETEC** and the agency from liabilities in the amounts specified in the agreement as required by the agency. The agency will be endorsed as an additional insured on said policy and said policy will contain a provision that the same cannot be canceled without at least thirty (30) days written notice to the agency.

Other Optional Systems and Services

For descriptions of the below optional systems and/or services please refer to the discussions in Section B above.

1. Data Conversion from Old System
2. Booting/Towing and Abandoned Vehicle Program
3. Parking Meter Management System
4. Parking Meter Collection and Counting Service
5. Fleet/Rental Management System

III. QUESTIONNAIRE/CLIENT REFERENCES

RFP forms follow this page

PART III - QUESTIONNAIRE

I.

Experience of Proposer and assigned staff, including client references.

a. Prior Experience:

Number of year's experience the proposer has had in providing similar services:

15 _____ years

b. List below those persons who will have a management or senior position working with the City, if you are awarded the contract. List name, title or position, and project duties. A resume or summary of experience and qualifications must accompany your proposal.

Gary E. Ward, Ph.D., President - contract, implementation and training

Steven D. Borso, Vice Chairman and Chief Engineer - programming, conversion implementation and training

Linda G. French, Vice President Operations - new system design, implementation training and service center startup and support

Please refer to the next section of our proposal for all resumes

c. References: List all clients for whom you have provided similar services in the last three years. (A minimum of three references of similar size and complexity is requested). Provide agency name, address, telephone number, contact person, and date service was provided. If services provided differs from the one presented in your proposal, please delineate such differences.

Please refer to the next section of our proposal which follows this questionnaire.

List those City of Fort Lauderdale agencies with which the proposer has had contracts or agreements during the past three (3) years:

Parking Department for the AUTOCITE handheld computers

II. Proposer please provide a listing of all lawsuits, pending or completed as follows:

a. List all pending lawsuits OR administrative proceedings in which the company, or its staff, or persons with more than a 10% ownership interest are defendants in proceedings arising out of the business conducted by the company are concerned directly with the staff

or part of your organization proposed for the contract:

NONE

b. List all judgments entered against the company or its staff, or persons with more than a 10% ownership interest, in the last five (5) years, where said judgments were entered in litigation or administrative proceedings arising out of business conducted by the company.

NONE

The proposer understands that the information contained in these Proposal Pages is to be relied upon by the City in awarding the proposed Contract, and such information is warranted by the proposer to be true. The proposer agrees to furnish such additional information, prior to acceptance of any proposal, relating to the qualifications of the proposer, as may be required by the City.

PROPOSER PLEASE INSURE THAT YOU HAVE SIGNED THE SIGNATURE PAGE OF THESE PROPOSAL SUMMARY PAGES. OMISSION OF A SIGNATURE ON THAT PAGE MAY RESULT IN REJECTION OF YOUR PROPOSAL

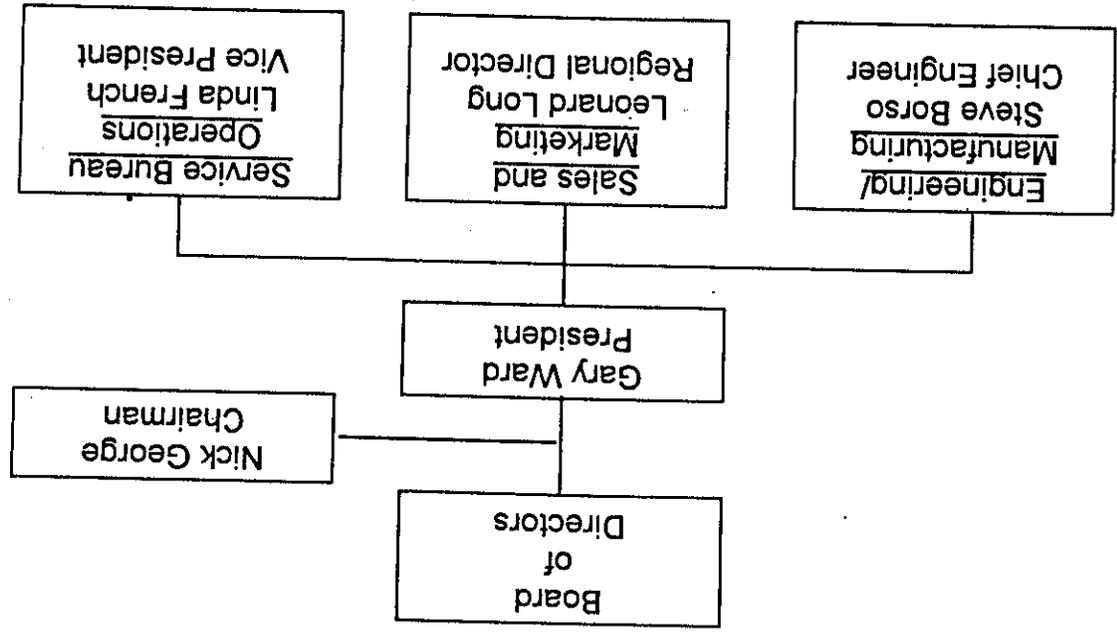
COMPLETE AND RETURN THE REQUIRED NUMBER OF PROPOSAL PAGES AND ATTACHMENTS.

HAVE YOU INCLUDED THE REQUIRED Original and Eleven (11) Copies of your RFP response and all appendices, in accordance with the "REQUIREMENTS OF PROPOSAL" SECTION OF THE RFP?

YES: NO:

COMPANY ORGANIZATION, STAFFING, RESUMES and REFERENCES

ENFORCEMENT TECHNOLOGY, INC.



Key Company Personnel

Gary E. Ward, Ph.D, President and CEO
 30 years of law enforcement and criminal justice systems experience including 20 years of parking citation management systems and services

Nick S. George, Chairman
 30 years of sales, marketing and management experience including 12 years parking citation management systems and services

Steven D. Borsio, Vice Chairman and Chief Engineer
 25 years of electrical engineering, hardware design, software development and management experience with 15 years in parking systems

Linda G. French, Vice President
 25 years of management and administration experience and delivery of customer and operations support with 10 years in parking systems.

Leonard Long, Sales & Marketing Regional Director
 35 years of law enforcement and criminal justice systems experience including 10 years of parking citation management systems and services

- 1967 - Los Angeles Sheriffs Academy
- 1970 - Associates of Arts Degree - Cerritos College
Alpha Gamma Sigma Honor Society
- 1973 - Bachelor of Arts Degree - Political Science
California State University, Long Beach
Phi Kappa Phi Honor Society
Magna Cum Laude
- 1974 - United States Department of Justice
Drug Enforcement Administration School
Outstanding Student Award
- 1978 - Master of Public Administration
California State University, Long Beach
Pi Alpha Alpha, Summa Cum Laude
Graduate Deans List
Future Urban Administration Award
California Community College Instruction Credential
- 1985 - Certificate in Executive Management
The Claremont Graduate School
- 1986 - Master of Arts Degree - Executive Management
The Claremont Graduate School
- 1988 - Doctor of Philosophy - Criminal Justice Systems
The Claremont Graduate School
- 1989 - Distinguished Alumnus Academic Achievement Award
California State University, Long Beach

Degrees, Certificates and Awards:

Gary E. Ward, Ph.D.
President and CEO

Resumes
of
Key Company Personnel

Research and Expertise:

Dissertation research conducted in conjunction with the San Francisco Municipal Court, Mr. Dwight Clark, Court Administrator: PARKING VIOLATIONS, CITATIONS, FEES, FINES AND PENALTIES: A STUDY OF SANCTIONS, HUMAN BEHAVIOR AND DETERRENCE.

The Public Administration Graduate Program included an emphasis in Criminal Justice Administration specifically directed toward organizational development, management theory, personnel and manpower development. The thesis written for the program was: THE NINE-FORTY PLAN: MANPOWER DEPLOYMENT AND SHIFT SCHEDULING FOR SMALL AND MEDIUM SIZED POLICE DEPARTMENTS.

Publications:

1978 - "The 9-40 Plan: Manpower Deployment and Shift Scheduling for Small and Medium Sized Police Departments," The Police Chief, 12(December)44-46.

1979 - "Psychological, Psychological and Social Issues Specifically Related To the Police Profession," Law and Order, 1(January)12-21.

Associations:

California Peace Officers Association
California Association of Admin. of Justice Educators
California Narcotics Officers Association
California Public Parking Association
International Parking Institute
Long Beach State University Alumni Assoc. (former Vice Pres.)
LBSU Political Science Department Alumni Assoc.
LBSU Center for Policy and Pub. Admin. Alumni Assoc.
LBSU 49er Athletic Foundation Directors Circle
LBSU President's Associates Member
LBSU Corporate Scholars Council
The Claremont Graduate School Alumni Association
California Highway Patrol 11-99 Foundation

Professional Experience:

- 1967-1970 Downey Police Department
Police Officer and Investigator
- 1970-1976 Stanton Police Department
Orange County Narcotics Task Force Investigator
- 1976-1979 Carlsbad Police Department
Sergeant and Watch Commander
- 1979-1983 SEICOM
Executive Vice President
Designed and implemented an investigative case management and collection system as a service for the banking and savings and loan industry, integrating word processing, text transmission and electronic message services.
- Designed, developed, sold and implemented Parking Citation Management Systems for several City and County Governments in California.
- 1983-1986 Lockheed Corporation
Vice President, California Regional Operations
Marketing, Operations and Systems responsibility for Automated Parking Citation Processing and Collection Systems and Services for over 250 issuing agencies, in 36 Court Districts, in 12 Counties in California and Arizona.
- 1986 - Enforcement Technology, Inc.
President, CEO and Founder
ETEC provides automated systems and services for the criminal justice system, municipal and college communities. Our goal is to combine extensive experience in criminal justice systems, data processing systems and services, service center operations, and management consulting, with proven engineering capabilities and resources.

Steven D. Borso
Vice Chairman and Chief Engineer

Education:

- 1973 - Bachelor of Science, Electrical Engineering
Michigan State University
Graduated Magna Cum Laude
- 1976 - Master of Science, Electrical Engineering
California State University - Fullerton

Qualifications:

Extremely self-motivated with well rounded experience in digital hardware design and software development. Familiarity with most popular microprocessors and computer operating systems. Project management skills with appropriate emphasis on budgetary constraints and delivery schedules as well as customer interfacing abilities.

Since 1978, Mr. Borso has been President of Borso Engineering, Inc., where he has necessarily been involved in both engineering and management. He designed the Fleet-1 automatic test system for BEI, and has specified and managed the development of comprehensive test software under contract to SAI Technology Company for use on their line of Plasma Displays. As a consultant to SAI, he was responsible for the 16-bit bipolar bit-slice processor used in the Model 2500M Plasmascopes.

Experience:

1973 - 1975 Rockwell International Corporation, Anaheim, CA

Designed plasma displays for shipboard usage. Designed ATE for MINUTE MAN MISSILE receiver electronics. designed computer interface for plasma displays.

1975 - 1977 Interstate Electronics Corporation, Anaheim, CA

Designed control electronics for plasma display terminal including computer interface, high voltage switching circuits, and display controller. Designed various special test equipment for testing and evaluating the plasma display terminal.

1977 - 1978 Hughes Aircraft Company (IPD) Carlsbad, CA

Responsible for Motorola 6800 based microcomputer for the C9 graphics terminal.

1978 - Present BORSO ENGINEERING, INC.

SAIT, San Diego, CA

Responsible for the 16 bit bipolar microprocessor used in SAIT model 2500M Plasmascopes. This included the microprocessor, which emulated a NOVA 1200 series mini computer, the I/O, memory and other display control electronics. Assisted in software development for the 2500M at both the microcode level and the NOVA assembly language level.

Digidyne Corporation, San Diego, CA

Designed hardware and software for an alpha numeric CRT.

Ford Aerospace and Communications Corporation

Team leader for software generation on the EQUATE ANUYK 410 test system using ATLAS language.

Coast Technologies, Inc., Santee, CA

Designed Z80 CMOS based controller for dynamic air suspension system installed on motorhomes. System software specification for motorhome and computer controlled shock absorber for passenger automobile.

Borso Engineering, Inc., Carlsbad, CA

Designed low cost automatic test equipment for microprocessor based, bus structured, digital logic boards. Created applications test software for OEM's to test their populated printed circuit boards, starting from the schematic through delivery of tested software.

Designed hardware and specified software for hand-held battery powered computer for issuing parking tickets. Included CPU, SRAM and EPROM memories, keyboard, display, dot matrix printer, and audible alarm, incorporating a switching power supply with automatic power down.

Security Clearance:

Highest security clearance granted – SECRET
Security clearance never denied or suspended.

Linda G. French
Vice President, Operations

Education:

- 1986 - Associates Degree, Marketing Management
Mott Community College, Michigan
- 1986 - Presently working on Bachelor Business
Administration from Northwood Institute.
(27 Hours to completion).

Continuing Education & Seminars:

- 1977 - University of Michigan,
"Effective Management".
- 1979 - Delta College, Michigan, "Computers and
The Small Business."

- 1984 - T.A.D. (The Advertising Dentist) and Kleisley-Cole Public Relations seminar.
- 1985 - Michigan State University, "How to be a Marketing Manager".
- 1989 - Pick Operations Class-JES Associates

Qualifications:

Linda has demonstrated loyalty, dependability, persistence, understanding and compassion during her last twenty years as a manager and administrator. She has the ability, dedication and enthusiasm to make things happen. For the last sixteen years she has been responsible the management of a multi-office corporation with over fifty employees.

Experience:

1968-1988 The Dental Depot, Michigan

During which the practice grew from \$50,000 to \$1,000,000. Served in various capacities as indicated below. Between January 1985 and December 1985 managed practice and building during the absence of employer.

1968-1969 CO OP Student

Responsibilities included typing filing, scheduling appointments, and operating office business machines.

1969-1971 Receptionist

Responsible for peg board bookkeeping system. Was responsible for collection of accounts receivable and overdue accounts. Contacted patients for cleaning appointments, purchased all supplies and designed an inventory control system.

1971 - 1972 Dental Assistant

Performed all duties required for four-handed dentistry. Took and developed radiographs, prepared material, took impressions and poured models. Trained two assistants from Mott Community College dental assistants program. Hired and gave preliminary training to replacement dental assistant.

1972 - 1978 Office and Business Manager

Hired, evaluated, and discharged personnel. Established pay scales, benefits and insurance, and administered personnel policies and payroll. Acted as problem solver and trouble shooter. Responsible for managing building owned by employer, including leasing additional suites, tenant liaison, and building maintenance.

1978 - 1984 General Manager

Responsible for setting up satellite offices, including facilities layout, equipping, staffing personnel and advertising. Expanded to two offices in Flint, a denture center in Warren, and a commercial dental laboratory in Warren. Supervised four office managers with a total of over 50 employees.

1984 - 1988 C.E.O. and Treasurer of Corporation

Handled Defined Benefit Pension Plan Activities. Prepared year end data for actuary. Performed also as Marketing Manager for the practice. Responsible for promotion, pricing, and all media including: newspaper, radio, T.V. Public Relations activities instituted including; newsletters, birthday cards, holiday greetings and surveys to benefit patients.

Associations: (Past and Present)

American Business Women's Association
National Association of Dental Assistants
Public Relations Association of Greater Flint
Sales and Marketing Executives of Flint

Leonard M. Long, Jr.
Regional Director

Degrees, Certificates and Awards:

- 1968 - Administration of Justice
Galvan College
- 1972 - Management
Golden State University, San Francisco
- 1975 - California Teaching Credential
- 1977 - Golden State University - Training Management
- 1978 - Peace Officer Standards and Training (POST)
Supervisory Certificate
- 1980 - Peace Officer Standards and Training (POST)
Advanced Certificate
- 1980 - Peace Officer Standards and Training (POST)
Management Certificate
- 1984 - Management
Chico State University
- 1985 - Peace Officer Standards and Training (POST)
Middle Management Certificate
- 1987 - Management
University of Virginia
- 1987 - FBI National Police Academy, 149th Session
- 1988 - Peace Officer Standards and Training (POST)
Executive Management Certificate

Professional Experience:

- 1989 - *Enforcement Technology, Inc.*
- 1988 - 1989 L.M. Long Management Consulting and Training
305 Vineyard Town Center
Morgan Hill, CA 95037

- 1975 - Basic Police Academy Instructor
Galvan College Regional Training Academy
5055 Santa Teresa Blvd.
Gilroy, CA 95020
- 1968 - 1988 Morgan Hill Police Department
17605 Monterey Road
Morgan Hill, CA 95037
- 1987 - 1988 Police Commander, department reorganization
and redeployment of personnel, development
of department procedures and guidelines and
Training Manager
- 1985 Acting Chief of Police
- 1985 - 1987 Police Lieutenant, assigned to command a
contingent of Field Operations personnel
Crime Prevention and Traffic Program,
Training Manager and Auxiliary Personnel
Coordinator
- 1974 - 1985 Police Sergeant, assigned as a supervisor in
the Field Operations Division including
Training Manager and Auxiliary Personnel
Coordinator
- 1973 - 1974 Detective, assigned as a Senior Investigator
responsible for Robbery/Homicide/Burglary
- 1968 - 1972 Police Officer, assigned as a field patrol
officer, as a training officer and
traffic investigator

Associations: (Past and Present)

Police Management Association
F.B.I. National Academy Associates
Santa Clara County Police Officer's Association
California Police Chiefs Association
California Peace Officers Association
California Association of Police Training Officers
California Association of Reserve P.O. Coordinators

Vendor Capability and References

Over a decade ago Dr. Gary E. Ward recognized the need for automating parking and traffic citation processing and collections, and providing these systems as services to public agencies and universities. About eleven years ago Dr. Ward and Steve Borso of Borso Engineering, Inc. (BEI) began to focus on hardware design and software development in the areas of law enforcement and criminal justice automated computer systems. A new corporation, **Enforcement Technology, Inc. (ETEC)** was formed in 1986 with a mission to provide and market management products and services in all areas of automated criminal justice systems. Dr. Ward joined as a founding member of the company and became president and chief operating officer. Mr. Borso is vice chairman and chief engineer and continues to provide the engineering and manufacturing expertise, as well as systems support and engineering consulting.

ETEC is a California Corporation which has been in business for eleven years. Our long term corporate banking relationship with the National Bank of Detroit and the Genesee Merchants Bank provide us with the financial stability and lasting business security required by the Agency. Please contact Mr. Roger Urick, Vice President, Commercial Loans, at #1 East First Street, Flint, Michigan, 48502, (313) 767-8000, for further information. Also contact Mr. Scott Shelby, Vice President of Bank of America, P.O. Box 426, Tustin, California, 92680, (714) 667-6225, for information about our company, as well as, current and past Parking Accounts. We will be glad to provide any further financial information required by the Agency.

The management of this project, for **ETEC** involvement, will be provided through our project manager and our engineering staff. The project manager will coordinate the **ETEC** engineering and support staff, in cooperation with your Agency staff. The project manager and necessary support staff will be on-site for the installation and testing phases. At the same time the project manager will conduct full staff training. Other engineers or programmers will be available as needed during the project. **ETEC** currently has a staff compliment of about **72 employees**.

In addition to our two offices in Michigan, one office in Colorado Springs, Colorado, and our engineering office in Oceanside, California, our Southern California Enforcement Center is in Irvine and our Northern California Enforcement Center is in San Ramon. In the eastern states we have offices for sales and marketing in Illinois, Florida and Michigan.

ETEC and dealers and distributors have signed agreements for the marketing, sales and support for the systems and services known as **AutoCITE** as well as all of our other law enforcement and criminal justice system related products and services. This relationship provides your Agency with a single source for a comprehensive line of Products (from parking meters to handheld computers) and

Services (from meter service and collections to parking citation processing and collections) from companies with over 100 years of experience in all facets of the parking industry. In addition to the **ETEC** California offices, service and support will also be available from the distributor service centers throughout the United States, Argentina, Australia, Canada and Mexico.

In the event we are selected in the proposal evaluation process we invite the proposal committee representatives for the Agency to visit our facilities in Irvine, San Ramon or Oceanside, or other locations deemed necessary.

The following sections provide some background and references for our companies, and past projects and services.

Borso Engineering, Inc. (BEI)

BEI has been performing contractual engineering tasks in the San Diego area since 1978. Our capabilities cover all aspects of digital electronics associated with microcomputer design, including hardware and software. BEI has considerable experience in the following areas:

HARDWARE

- CPU's - Z80, Z8000, 68000/010, 8048, 8085, 8086, 8096
2900 bit slice, DG Nova and DEC pdp11 and VAX
- Interfaces; serial, parallel and DMA
- High voltage, high current switching circuitry
- Data acquisition systems, Micropower/battery/portable
- Worst case timing analysis, Noise analysis
- Mil spec design practices and military standards

SOFTWARE

- Real-time assembly language programming
- Micro-programming
- High level languages: Fortran, Basic, Pascal, C/Unix

Our commitment to excellence has provided us with steady growth since our incorporation in 1980. We believe this can be attributed to our consistent performance and realistic scheduling practices. Our financial standing, as indicated by our CC1 rating with Dun and Bradstreet, enables us to participate in larger projects without

the strain of cashflow problems. **ETEC/BEI** operates its Engineering and Manufacturing Group out of a 5,000 square foot building which we own at 4129 Avenida de la Plata, Oceanside, California.

Our staff is comprised of degreed electronic engineers with hardware design experience and software development expertise. We have several computer systems and all of the development tools required to efficiently design micro-computer based products. We have designed computer systems for the military, commercial and public sectors.

BEI Project Descriptions

The following descriptions illustrate the variety of projects in which we have been involved. This broad range of applications serves as a valuable resource of knowledge and techniques.

Complete control of radio active particle detector system. This encompassed interactive control of operator data entry, including data entry scrolling, with machine-state controlled validation of entries and error reporting. Real time display functions involving host interface communications, interrupt handling, watch dog timer implementation and continuous non destructive, operational self diagnosis.

RS232 interface design and software implementation for a remote simulation of local keyboard operation. This allowed the additional functions not available from local operation with transmission of stored error conditions.

Complete operating system software for an automatic test station, including peripheral control functions, console display and data entry manipulation, and interactive operator guided probe sequencing.

Our emphasis on low power CMOS circuitry has lead to the development of **AutoCITE - Automated Citation Issuance System**. This system will revolutionize the citation issuing process. It will provide better citation management, decrease the collection cycle, increase revenues by identifying habitual offenders, and enhance the DMV hold and/or warrant service interface.

We frequently deal with Proprietary information which must be protected. We presently have non-disclosure agreements in effect with Science Applications, Inc. and Ectron Corporation, as well as IBM. You can rest assured that we will take all necessary precautions to protect any confidential material which we would be required to review. The following persons can be contacted for references.

Science Applications, Inc. (619) 452 9150
Royal Johnson, Vern Green, Bill Coates, Roger Johnson

Loral Instrumentation (619) 560 6260
Bob Czajkowski, Bob Hawck, Mike Crawford

Ford Aerospace and Communications Corp. (714) 760 2920
Tom Gordon

California Sensor Corporation (619) 943 9026
Ralph Miller

Criminal Justice System Expertise

In October of 1986, when Dr. Ward joined the *ETEC/BEI* group, he brought with him considerable experience in the criminal justice system both in law enforcement and as a consultant and vendor to all aspects of city and county government. Our company mission is to provide automated systems and services for the criminal justice, municipal and college communities. We now have combined extensive experience in criminal justice systems, data processing systems and services, service center operations, and management consulting, with the proven engineering capabilities and resources of Borso Engineering, Inc.

A specific goal is to combine extensive engineering expertise, with state-of-the-art technology, to design, develop and market products and services which meet customer needs. The company will provide systems and services to cities, counties, colleges and special districts, primarily in the areas of law enforcement, data processing, collections, and management consulting. Materials about some of these services are included in the Additional Information Section.

Expertise and prior experience in the area of criminal justice systems, is brought to the company by Dr. Ward. In addition, extensive experience in Public Safety Facilities Design and Construction, and CAD and MIS Systems is provided by John D. Abbey, President of the Abbey Group and retired Police Chief of the Morgan Hill, California Police Department.

Mr. Jim Albright, our Program Development Manager, is currently on contract as a data processing consultant for several cities. He developed the Management Information System for the City of Huntington Park, which operates on a Microdata computer system. This consulting team is enhanced and supported by the engineering and technical expertise of BEI. Their experience is described in detail below.

Parking Project Descriptions

COUNTY of LOS ANGELES MUNICIPAL COURT SYSTEM

Designed, managed the development, and administered the operations and delivery of services of an Automated Parking Citation Management System which is currently operational in 24 judicial districts in the County of Los Angeles (implemented in 1981). This system is currently operational and serves over 100 issuing agencies, including the Sheriff, the CHP, all of the colleges and universities, DMV, Calif. State Police, the Sante Fe RR, other special districts, and many of the municipalities in the county. The system provides for data entry, payment processing, cash management, delinquent notice processing, MIS Reporting, DMV interface, and court interface for complaint filing and appearances.

MARIN PARKING AUTHORITY

Designed, developed and operated an Automated Parking Citation Management System currently in place for all 19 of the issuing agencies in Marin County (implemented in 1982).

COUNTY of MONTEREY

Designed, developed and operated an Automated Parking Citation Management System currently in place for 14 issuing agencies in Monterey County (implemented in 1985).

SAN FRANCISCO MUNICIPAL COURT

From 1986 to 1988 Dr. Ward conducted extensive research at the San Francisco Municipal Court with regard to parking violations and deterrence. Controlled experiments were conducted to study human behavior in relation to penalties and sanctions such as, fines, booting and/or towing vehicles, and DMV registration hold placement vs arrest warrant issuance and service.

Public Safety Project Descriptions

CITY OF HUNTINGTON PARK

Mr. Albright originally designed, developed and implemented a complete in-house computerized system to process parking citations. The system handles the processing, from the issuance of citation books to the officers, to the placement and release of vehicle registration holds at the Department of Motor Vehicles.

He also designed and developed a magnetic tape reporting system for the Public Employee Retirement System (PERS) data and a complete system to submit 1099 data to the Internal Revenue Service via magnetic tape and to print the 1099 forms for the city employees.

An anniversary date business license renewal system was also implemented and the purchase order/encumbrance system was extensively modified and implemented for the city. Mr. Albright continues to serve the City of Huntington Park on contract as a data processing consultant for hardware and software.

DOWNEY POLICE DEPARTMENT

In April 1989 **ETEC** installed a Fujitsu Model 2500/80 Main Computer System (128 users) and a Fujitsu Model 2200/50 Backup Computer System at the Downey Police Department in Los Angeles County, California. These systems operate the Records Management Systems and Computer-Aided Dispatch System for this metropolitan police agency.

ORANGE POLICE DEPARTMENT

In December 1990 **ETEC** installed 2 AMS/Fujitsu Mid-Range Computer Systems (2600 & 2200) for the police department in the City of Orange, California. These **AutoPOLICE** Computers operate the Records Management and Computer-Aided Dispatch Systems of the department and support 136 devices including 75 AST PCs connected with terminal emulation, 31 Wyse 370 Color Terminals, 16 Hewlett Packard LaserJet III printers and 12 Okidata printers. This Dual CPU System also includes GCR 6250 and 8mm, 2.2 GByte tape capability and a 600 LPM band printer.

AutoCITE™ - Automated Citation Management Systems

Selected Client References

Metro-Dade County, FL

140 West Flager Street

Miami, FL 33130

Contact: Debbie Hess

PVB Manager - (305) 375-1472

System: Installed 1/96

AutoCITE (148) Parking System

Platform: Mainframe, PO/TO:325

Pop: 1,000,000+, Cites/YR: 800,000

City of Chicago, IL

510 N. Peshtigo Court, Room 3B

Chicago, IL 60611

Contact: Hugh Murphy

Deputy Director - (312) 744-0512

System: Installed 10/94

AutoCITE (295) Parking System

Platform: Mainframe (EDS), PO/TO: 75+

Pop: 2,500,000+, Cites/YR: 4,000,000

City of San Diego, CA

9265 Aero Drive

San Diego, CA 92133

Contact: Joe Arway

Parking Enforcement Mgr - (619) 685-1415

System: Installed 7/89

AutoCITE (80) Parking System

Platform: IBM 3090, PO/TO: 90

Pop: 1,000,000+, Cites/YR: 500,000

City of Long Beach, CA

333 W. Ocean Blvd.

Long Beach, CA 90802

Contact: Jim Goodin

Services Manager - (562) 570-7073

System: Installed 6/89

AutoCITE (53) Parking System

Platform: IBM 3090, PO/TO: 60

Pop: 750,000+, Cites/YR: 450,000

City of Seattle, WA

600 4th Avenue - Room 300

Seattle, WA 98104 \

Contact: Patty Gilbert

Admin/Systems - (206) 684-8695

System: Installed 7/95

AutoCITE (54) Parking System

Platform: Mainframe, PO/TO: 60

Pop: 1,000,000+, Cites/YR: 400,000

City of Miami, FL

40 NW 3rd Street

Miami, FL

Contact: Danny Mulally

Supervisor - (305) 579-8101

System: Installed 1/96

AutoCITE (57) Parking System

Platform: Mainframe, PO/TO: 60

Pop: 500,000+, Cites/YR: 200,000

Miami International Airport, FL

Landside Operations - Garage #3

Miami, FL 33159

Contact: Mark Mitros

Supervisor - (305) 876-7096

System: Installed 1/96

AutoCITE (40) Parking System

Platform: Mainframe, PO/TO: 120

Pop: 500,000+, Cites/YR: 100,000

City of Milwaukee, WI

749 W. State Street

Milwaukee, WI 53233

Contact: Captain Sue Edman

Police Department - (414) 935-7565

System: Installed: 4/98

AutoCITE (48) Parking System

Platform: IBM 6000 with AutoPROCESS

Pop: 1,000,000 Cites/YR: 1,200,000

City of Ann Arbor, MI

415 West Washington Street

Ann Arbor, MI 48103

Contact: Jim Stein

Parking Administration - (313) 994-1613

System: Installed 7/91

AutoCITE (18) Parking System

Platform: UNISYS Mainframe, PO/TO: 20

Pop: 100,000+, Cites/YR: 400,000

City of Austin, TX

1501 Toomey Road

Austin, TX 78704

Contact: Morris Poe

Parking Manager - (512) 322-4844

System: Installed 1/94

AutoCITE (18) Parking System

Platform: Mainframe, PO/TO: 30

Pop: 500,000+, Cites/YR: 250,000

SERVICE CENTER
Selected Client References

City of Milwaukee, WI
841 N. Broadway - Room 516
Milwaukee, WI 53202
Contact: Robert Mazurek
Parking Administrator - (414) 286-3301
System: Installed 4/98
AutoCITE (48) Parking System
ETEC Parking/Traffic/Muni Citation Processing
Pop: 1,000,000+, Cites/YR: 1,200,000

City of Walnut Creek, CA
1666 North Main Street
Walnut Creek, CA 94596
Contact: Sue Garcia
Traffic Commander - (510) 943-5883
System: Installed 6/88
AutoCITE (6) Parking System
ETEC Citation Processing Services
Pop: 100,000+, Cites/YR: 80,000

City of Ventura, CA
1425 Dowell Drive
Ventura, CA 93003
Contact: Cpl. John Turner
Parking Enforcement Mgr - (805) 339-4434
System: Installed 2/89
AutoCITE (4) Parking System
ETEC Citation Processing Services
Pop: 100,000+, Cites/YR: 50,000

City of Stockton, CA
22 East Market Street
Stockton, CA 95202-2876
Contact: Ofc. Kent Autrand
Traffic Supervisor - (209) 944-8354
System: Installed 11/92
AutoCITE (16) Parking & Traffic System
ETEC Citation Processing Services
Pop: 250,000+, Cites/YR: 60,000

S.F. Bay Area Rapid Transit District
800 Madison Street
Oakland, CA 94604
Contact: Sgt. Wayne Scott
Admin Services - (510) 464-7096
System: Installed 2/90
AutoCITE (13) Parking System
ETEC Citation Processing Services
Pop: 1,000,000+, Cites/YR: 100,000

City of Pacific Grove, CA
580 Pine Avenue
Pacific Grove, CA 93950
Contact: Scott Miller
Chief of Police - (408) 648-3396
System: Installed 5/87
AutoCITE (2) Parking System
ETEC Citation Processing Services
Pop: 30,000+, Cites/YR: 20,000

City of Monterey, CA
340 Tyler Street
Monterey, CA 93940
Contact: Jo Lyons
Parking Administration - (408) 646-3953
System: Installed 10/88
AutoCITE (6) Parking System
ETEC Citation Processing Services
Pop: 40,000+, Cites/YR: 100,000

City of Carmel-by-the-Sea, CA
P. O. Box 806
Carmel, CA 93921
Contact: Don Fuselier
Chief of Police - (408) 624-6403
System: Installed 11/91
AutoCITE (4) Parking System
ETEC Citation Processing Service
Pop: 20,000+, Cites/YR: 35,000

East S.F. Bay Regional Parks
17930 Lake Chabot Road
Castro Valley, CA 94546
Contact: Sgt. Paul Wilson
Traffic Supervisor - (510) 881-1833
System: Installed 3/94
AutoCITE (25) Traffic System
ETEC Citation Processing Services
Pop: 500,000+, Cites/YR: 30,000

City of Glendale, CA
633 East Broadway, Room 209
Glendale, CA 91206-4385
Contact: Stephen M. Zurn
Public Works Division - (818) 548-3900
System: Installed: 5/92
AutoCITE (15) Parking System
ETEC Citation Processing Services
Pop: 100,000+, Cites/YR: 120,000

Selected UNIVERSITY Client References

University of Nebraska

625 Stadium Drive - Suite A
Lincoln, NE 68588-0161

Contact: Sherryl Chamberlain
Campus Parking Manager - (402) 472-1800
System: Installed 1/89
AutoCITE (11) Parking System, AutoPROCESS
Platform: NT Network/ORACLE, PO/TO: 15
Pop: 25,000+, Cites/YR: 100,000

University of Alaska, Anchorage

3211 Providence Drive
Anchorage, AK 99508

Contact: Ann Fletcher
Parking Manager - (907) 786-7746
System: Installed 8/92
AutoCITE (8) Parking System, AutoPARK
Platform: AMS 2100/386, PO/TO: 12
Pop: 10,000+, Cites/YR: 30,000

California State University, Sacramento

6000 "J" Street
Sacramento, CA 95819-6076

Contact: Nancy Fox
Support Services - (916) 278-5241
System: Installed 7/92
AutoCITE (10) Parking System
Platform: Fujitsu 2600/2200, PO/TO: 12
ETEC Citation Processing Services
Pop: 35,000+, Cites/YR: 35,000

California State University, Fullerton

800 N. State College Blvd.
Fullerton, CA 92634

Contact: Joe Ferrer
Parking Administration - (714) 278-7267
System: Installed 8/89
AutoCITE (9) Parking System
Platform: Fujitsu 2600/2200, PO/TO: 12
ETEC Citation Processing Services
Pop: 25,000+, Cites/YR: 30,000

University of California, Irvine

200 Public Services Building
Irvine, CA 92717

Contact: Dina Ochoa
Trans. Manager - (949) 824-5059
System: Installed 5/95
AutoCITE (8) Parking System
Platform: Mainframe, PO/TO: 8
Pop: 15,000+, Cites/YR: 40,000

University of Michigan

508 Thompson Street
Ann Arbor, MI 48104-2413

Contact: Ruth Ann Danner
Transportation Mgr - (313) 552-9632
System: Installed 11/91
AutoCITE (14) Parking System
Platform: Mainframe, PO/TO: 15
Pop: 35,000+, Cites/YR: 125,000

University of California, San Diego

Bldg 400 MAAC-Q-041
La Jolla, CA 92093

Contact: Ed Neete
Campus Police Dept. - (619) 534-0271
System: Installed 8/90
AutoCITE (13) Parking System
Platform: Digital VAX Mini, PO/TO: 16
Pop: 20,000+, Cites/YR: 60,000

Kansas State University

Dept. of Public Safety, 128 Burt Hall
Manhattan, KS 66506-0401

Contact: Darwin Abbot
Dir. of Public Safety - (785) 532-7275
System: Installed 9/92
AutoCITE (9) Parking System
Platform: Mainframe, PO/TO: 16
In-House Citation Processing
Pop: 20,000+, Cites/YR: 50,000

University of Toledo

2801 West Bancroft Street
Toledo, OH 43606

Contact: Gladys McGuire
Parking Service Mgr - (419) 537-2295
System: Installed 11/91
AutoCITE (10) Parking System
Platform: Mainframe, PO/TO: 14
In-House Citation Processing
Pop: 20,000+, Cites/YR: 35,000

California State University, Long Beach

1250 Bellflower Blvd.
Long Beach, CA 90840

Contact: Tom Bass
Trans. Director - (562) 985-8025
System: Installed 6/98
AutoCITE (16) Parking System
Platform: Fujitsu 2600/2200, PO/TO: 20
Pop: 30,000+, Cites/YR: 30,000

Selected INTERNATIONAL Client References

City of Melbourne, Vic, Australia

506 Elizabeth Street

Melbourne, VIC 3000

Contact: Richard Dworak

Managing Director - (03) 9658-9719

System: Installed 12/92

AutoCITE (112) Parking System

Platform: IBM Mainframe, PO/TO: 100

Pop: 1,500,000+, Cites/YR: 750,000

Australian Federal Police

2nd Floor, City Police Station

Canberra, ACT 2600

Contact: Mike Barber

Supervisor - (06) 245-7427

System: Installed 11/92

AutoCITE (48) Traffic System

Platform: TRIPS Mainframe, TO: 60

Pop: 25,000,000+, Cites/YR: 200,000

City of Adelaide, SA, Australia

GPO Box 2252

Adelaide, SA 5001

Contact: Paul Thorne

Parking Administrator - (08) 203-7777

System: Installed 2/96

AutoCITE (44) Parking System

Platform: Mainframe, PO/TO: 60

Pop: 500,000+, Cites/YR: 100,000

City of Brisbane, QLD, Australia

63 Anne Street

Brisbane, QLD 4000

Contact: Arthur Ponting

Parking Manager - (07) 3403-5889

System: Installed 8/96

AutoCITE (76) Parking System

Platform: Mainframe, PO/TO: 100

Pop: 1,000,000+, Cites/YR: 200,000

City of Ottawa, ON, Canada

7 Bayview Road

Ottawa, ON, Canada K1Y 2C5

Contact: Tom Keeley

Enforcement Manager - (613) 798-8999

System: Installed 11/98

AutoCITE (52) Parking System

Platform: Pentium/AutoPROCESS PO/TO: 52

Pop: 500,000+, Cites/YR: 350,000

Bermuda Police Department

P.O. Box HN 530

Hamilton, Bermuda HMCX

Contact: Roger Kendall

Chief Inspector - (441) 295-0011

System: Installed 8/96

AutoCITE (10) Parking System

Platform: PCSS, PO/TO: 10

Pop: 100,000+, Cites/YR: 30,000

City of Auckland, New Zealand

24 Wellesley Street

Auckland, New Zealand

Contact: Cherie Young

Managing Director - (649) 307-7222

System: Installed 1/94

AutoCITE (118) Parking System

Platform: Stowe TCS, PO/TO: 60

Pop: 1,000,000, Cites/YR: 400,000

City of Cordoba, Argentina

Av Colon 567 - 8 Piso

Cordoba, Argentina 5000

Contact: Daniel Biota

Managing Director - (51) 252-462

System: Installed 9/94

AutoCITE (13) Parking System

Platform: Court System, PO/TO: 10

Pop: 1,000,000, Cites/YR: 75,000

Toronto Parking Authority, Canada

Finance and Administration

33 Queen Street - East

Toronto, Ont, Canada M5C 1R5

Contact: Gerry Daigle

Parking Manager - (416) 393-7275

System: Installed 8/94

AutoCITE (20) Parking System

Platform: Mainframe, PO/TO: 20

Pop: 2,000,000, Cites/YR: 100,000

City of Tijuana, BC, Mexico

Palacio de Gobierno Municipal

Av Independencia y Paseo Tijuana

Tijuana, BC, Mexico 22320

Contact: Enrique Gonzales Aragon

Parking Manager - (526) 685-7395

System: Installed 6/95

AutoCITE (9) Parking System

Platform: Mainframe, PO/TO: 10

Pop: 1,000,000, Cites/YR: 45,000

Selected TRAFFIC TICKET Client References

Torrance Police Department, CA
3300 Civic Center Drive
Torrance, CA 90503
Contact: Sgt. Steve Harvey
Traffic Commander (310) 618-5566
System: Installed 10/98
AutoCITE (15) Traffic & Parking System
Pop: 100,000+, Tickets/YR: 50,000

Reno Police Department, NV
455 East 2nd Street
Reno, NV 89502
Contact: Lt. Hal Wood
Traffic Commander (775) 334-3844
System: Installed 3/97
AutoCITE (15) Traffic & Parking System
Pop: 200,000+, Tickets/YR: 40,000

DuPage County Municipal Court, IL
505 North County Farm Road
Wheaton, IL 60187
Contact: Mary Heaton
Office of Court Clerk (630) 682-7108
System: Installed 4/97
AutoCITE (15) Traffic System
Pop: 500,000+, Tickets/YR: 50,000

Livermore Police Department, CA
1050 S. Livermore Avenue
Livermore, CA 94550
Contact: Lt. Don Neher
Traffic Commander (925) 371-4820
System: Installed 7/89
AutoCITE (9) Traffic & Parking System
1st USA Handheld Traffic Ticket System
Pop: 55,000+, Tickets/YR: 25,000

Stockton Police Department, CA
425 North El Dorado Street
Stockton, CA 95202
Contact: Officer Gordon Grey
Traffic Division (209) 937-7292
System: Installed 3/97
AutoCITE (15) Traffic & Parking System
Pop: 100,000+, Tickets/YR: 30,000

Mass Transit Administration, MD
1515 Washington Blvd.
Baltimore, MD 21230-1794
Contact: Lt. Jacob Bauer
Police Department (410) 333-8141
System: Installed 5/95
AutoCITE (29) Criminal & Parking
Pop: 1,000,000+, Tickets/YR: 45,000

Selected CODE ENFORCEMENT Client References

City of Artesia, CA
18747 Clarkdale Avenue
Artesia, CA 90701
Contact: Jose Martinez
Code Enforcement (562) 865-6262
System: Installed 2/99
AutoCITE (4) Code & Parking System
Pop: 35,000+, Cites/YR: 10,000

Motor Vehicle Administration, MD
6601 Ritchie Highway NE
Glen Burnie, MD 21061
Contact: Don Hoskins
Chief Investigator (410) 768-7216
System: Installed 8/89
AutoCITE (18) Code Enforcement System
Pop: 1,000,000+, Cites/YR: 30,000

City of East Lansing, MI
410 Abbott road
East Lansing, MI 48823
Contact: Rob Taylor
Manager (517) 337-1731
System: Installed 7/99
AutoCITE (4) Code & Parking System
Pop: 30,000+, Cites/YR: 15,000

City of Watauga, TX
7101 Whitley Road
Watauga, TX 76148
Contact: Randy Richards
Supervisor (817) 514-5840
System: Installed 5/00
AutoCITE (3) Code Enforcement System
Pop: 20,000+, Cites/YR: 15,000

Enforcement Technology, Inc. - All Client References

Cities and Counties by State

ALABAMA

Huntsville (9P)

ALASKA

Anchorage (13P)

ARIZONA

Tempe (8P)

ARKANSAS

Little Rock (7P)

CALIFORNIA

San Diego (69P)
Long Beach (54P)
Santa Monica (25P)
Alameda (4P)
Alameda County (6T)
Arcata (2P,SC)
Artesia (3P/2C,SC)
Bellflower (4P,SC)
Bell Gardens (RMS/CAD)
Belvedere (SC)
Benicia (SC)
Berkeley (13T)
Beverly Hills (16P)
Burbank (8P)
Burlingame (3P)
Carlsbad (4T)
Carmel (4P,SC)
Carson (SC)
Chico (4P)
Concord (2P,SC)
Corte Madera (SC)
Costa Mesa (4P)
Culver City (6P)
Daly City (8P)
Danville (1P)
Davis (3P)
Del Rey Oaks (SC)
Dublin (4T)
El Cajon (9T,SC)
El Monte (2P,SC)
El Segundo (3P, AP)

Emeryville (3P/1T,SC)
Fairfax (SC)
Glendale (15P,AP,SC)
Gonzales (SC)
Greenfield (SC)
Hawaiian Gardens (2P/5T,SC)
Huntington Park (7P)
Jackson (SC)
King City (SC)
Laguna Beach (7P)
Lakewood (4P)
La Mesa (SC)
Larkspur (SC)
Livermore (9T)
Lodi (SC)
L.A. Co. Sheriff-Carson (2P)
L.A. Co. Sheriff-Mailbu (3P)
L.A. Co. Sheriff-Transit (18P)
Los Gatos (2P,SC)
Lynwood (2P,4C)
Malibu (SC)
Manhattan Beach (12P/3T)
Marina (SC)
Marin Co. Sheriff (3P,SC)
Martinez (2P,SC)
Maywood (2P,SC)
Menlo Park (2P/3T)
Merced (3P)
Millbrae (2P)
Mill Valley (3P,SC)
Moreno Valley (3P,SC)
Monrovia (3P,SC)
Montclair (SC)
Monterey (6P,SC)
Monterey Park (5P,SC)
Newark (13T)
Newport Beach (14P)
Novato (SC)
Oceanside (4T)
Orange (RMS/CAD)
Pacific Grove (2P/3T, SC)
Palo Alto (8P)
Palm Springs (3P,SC)
Pasadena (15P)
Placerville (SC)
Pleasanton (8T)
Pomona (13P)
Port Hueneme (2P,SC)
Redlands (3P/2T)

Redondo Beach (8P)
Redwood City (5T)
Riverside (2P)
Roseville (1P,SC)
Ross (SC)
San Anselmo (2P,SC)
San Bernardino (5P,AP)
Sand City (SC)
San Diego Co. Courts (18T)
San Diego Co. Marshall (SC)
San Diego Co. S.O. (12T,SC)
S.D. Co. S.O.-La Mesa (8T)
S.D. Co. S.O.-LemnGrv (3T)
S.D. Co. S.O.-Santee (5T)
San Fernando (4P,SC)
San Leandro (3P,SC)
San Mateo (5P)
San Mateo Co. S.O. (10T)
San Quentin (SC)
San Rafael (5P)
S. Barbara Co. S.O. (1P,SC)
Santa Clara (3P,SC)
Santa Clara Co. (3P,SC)
Santa Clara Co. S.O. (SC)
Santa Cruz (9P)
Sausalito (4P)
Seaside (SC)
Soledad (SC)
Sonoma (1P,SC)
Stockton (6P/10T,SC)
Tiburon (SC)
Torrance (5P,15T)
Tracy (SC)
Ventura (4P,SC)
Visalia (3P/6T,SC,AA)
Upland (SC)
Walnut Creek (8P,SC)
Watsonville (2P,SC)

COLORADO

Colorado Springs (6P,10T)
Cripple Creek (3P,SC)

FLORIDA

Metro-Dade Co. (148P,SC)
 Miami (27P)
 Miami Beach (22P)
 Cocoa Beach (2P,AP)
 Coral Gables (8P)
 Deerfield Beach (4P,AA)
 Fort Lauderdale (16P)
 Indialantic (2P)
 Key West (4P)
 Laud.-by-the-Sea (2P,SC)
 Naples (5P)
 Palm Beach (8P)
 Sanibel (4P,SC)
 South Miami (3P)
 Surfside (4P,AP)

GEORGIA

Athens (4P,AP)
 Savannah (23P)

IDAHO

Boise (7P)
 Ketchum (3P)

ILLINOIS

Chicago (295P)
 Carbondale (1P)
 Decatur (4P)
 DuPage County (15T)
 Lombard (6P,SC)
 Moline (1P)
 Park Ridge (6P)
 Rockford (3P)
 Rock Island (4P)
 Springfield (6P)

INDIANA

Columbus (2P, AP)
 Fort Wayne (7P)
 Indianapolis (10P)
 Kokomo (2P)
 Valparaiso (2P)

IOWA

Ames (5P)
 Cedar Falls (3P,SC)
 Cedar Rapids (7P)
 Dubuque (3P,AP)
 Marshalltown (1P,AP)
 Sioux City (5P)

KANSAS

Leavenworth (1P,AP)
 Topeka (8P)
 Wichita (14P,AA)

KENTUCKY

Louisville (10P,AP)

MARYLAND

College Park (7P)
 Howard County (3P,AP)
 Montgomery Co. (24P)
 Prince Geo. Co. (4P,AP)

MASSACHUSETTS

Quincy (5P)

MICHIGAN

Detroit (100P)
 Ann Arbor (1820P)
 East Lansing (6P)
 Ferndale (2P,SC)
 Flint (12P)
 Marquette (5P,AP)
 Midland (1P)
 Mount Clemens (3P,AP)
 Port Huron (1P)
 Royal Oak (6P)
 Sault Ste. Marie (2P)
 Traverse City (4P)
 Ypsilanti (2P,SC)

MISSOURI

Branson (2P)
 Columbia (11P)
 St. Joseph (3P)

MISSISSIPPI

Tupelo (1P)

NEVADA

Las Vegas (18P)
 North Las Vegas (10T)
 Reno (12P/T,AP)

NEW HAMPSHIRE

Keene (3P)
 Manchester (7P)

NEW MEXICO

Albuquerque (15P)

NEW YORK

Elmira (3P,AP)
 Ithaca (6P)
 Rockville Centre (10P)
 Syracuse (12P)

NORTH CAROLINA

Hickory (2P)

OHIO

Delaware (2P,SC)
 Eaton (1P)
 Kent (4P,AP)
 Lebanon (1P)
 Mansfield (3P,AP)
 Mount Vernon (2P,AP)
 Oxford (5P,AP)
 Ravenna (1P)
 Warren (2P,SC)

OKLAHOMA

Norman (5P)

OREGON

Bend (2P)
 Eugene (9P)
 Hood River (1P)

PENNSYLVANIA

Indiana (7P,AP)
Johnstown (3P,AP)
Lancaster (10P)
York (4P)
West Chester (6P)

SOUTH CAROLINA

Greenville (5P)

SOUTH DAKOTA

Sioux Falls (6P)

TENNESSEE

Knoxville (10)

TEXAS

Austin (27P)
Houston (36P)
Laredo (5P)
San Antonio (10P)

UTAH

Salt Lake City (17P)

WYOMING

Casper (2P)

WASHINGTON

Seattle (54P)
Bremerton (4P,AP)
Everett (10P)
Kirkland (2P)
Renton (2P)

WISCONSIN

Milwaukee (48P,AP,SC)
Appleton (5P)
Dane County (5P, AP)

Items in parenthesis after each client indicates the number of AutoCITEs and other systems or services used by that client.

Examples:

(2P/4T/3C) = 2 parking, 4 traffic and 3 code enforcement AutoCITEs

(AP,SC,AA) = AutoPROCESS/AutoPARK, Service Center and AutoALARMS

Colleges, Schools, Universities, States and Special Districts

COLLEGES and SCHOOLS

Aptos High School (1P,SC)
College of the Sequoias (SC)
El Camino College (4P)
Hartnell College (SC)
Marin Community College (2P,SC)
McLennan College, TX (2P)
Monterey High School (SC)
Monterey Peninsula College (SC)
Mount San Antonio College (AP,SC)
Orange Coast Community College (SC)
Peralta College (SC)
San Diego Community College (5P,SC)
San Joaquin Delta College (SC)
Solano Community College (SC)

STATES and SPECIAL DISTRICTS

Austin Airport (2P)
Baltimore Mass Transit Authority (29T)
California Highway Patrol (SC)
California State Parks (SC)
Colorado Springs Airport (2P)
East Bay (SF) Regional Parks (25T,SC)
Golden State Transit District (SC)
Long Beach Harbor Patrol (12P)
Marin Parking Authority (8P,SC)
Marin Water District (SC)
Maryland Motor Vehicle Administration (18C)
Metro-Dade County Seaport (30P)
Metro-Dade County Metrorail (10P)
Miami Inter. Airport (40P)
Monterey Airport (SC)
San Diego Unified Port Authority (24P)
Santa Clara County Parks (SC)
Santa Clara County Transit District (SC)
SF Bay Area Rapid Transit District (SC)
State of Illinois-Secretary of State (5P)
State of Washington-Parking Admin. (4P)
Valley Medical Center (SC)
Ventura Harbor Patrol (SC)

UNIVERSITIES

Ball State University (8P)
Bloomburg University, PA (4P)
California State University, Fullerton (9P,SC)
Cal State University, Monterey Bay (SC)
Cal State University, Sacramento (10P,SC)
Cal State University, San Bern. (7P,AP,SC)
Cal Polytechnic University, Pomona (9P)
Eastern Michigan University (12P,SC)
Kansas State University (10P)
Lake Superior State University (4P,AP)
Long Beach State University (16P,SC)
Michigan Technological University (3P)
Norfolk State University, VA (2P)
Oakland University, MI (4P,SC)
San Diego State University (4P)
San Francisco State University (11P,AP)
Santa Clara University (3P,SC)
State University of New York, Cortland (2P)
State University of New York, Oneonta (3P)
Stanford University (SC)
University of Alaska, Anchorage (7P,AP)
University of California, Davis (10P,AP)
University of California, Irvine, (9P)
University of California, Irvine MedCtr (3P,SC)
University of California, San Diego (13P)
University of California, Santa Cruz (7P,SC)
University of Illinois, Chicago (16P,AP)
University of Maryland (SC)
University of Michigan, Ann Arbor (18P)
University of Nebraska, Lincoln (12P,AP)
University of Nevada, Las Vegas (8P,AP)
University of Oklahoma (9P)
University of Pacific (SC)
University of So. California, MedCtr (5P)
University of Toledo (10P)
West Georgia State University (5P, AP)

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Examples:

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(AP,SC,AA) = AutoPROCESS/AutoPARK, Service Center and AutoALARMS

International by Country

AUSTRALIA

Melbourne, VIC (112P)
Australian Fed. Police (48T)
Adelaide, SA (44P)
Brisbane, QLD (78P)
Perth, WA (44P)
Adelaide Univer. SA (4P,SC)
Australian Nat. Univ. (3P,AP)
Australian Cap. Terr. (48P)
Armadale, VIC (4P)
Bayside, VIC (7P)
Banyule, VIC (6P)
Baw Baw, VIC (SC)
Boroondara, VIC (1P)
Botanical Gardens, VIC (3PSC)
Box Hill Institute (SC)
Bunbury, WA (8P)
Burnie, TAS (4P)
Canberra Univ., ACT (1P)
Cairns, QLD (10P)
Cambridge, WA (5P)
Dandenong Market, VIC (6P)
Darwin, NT (3P)
Darebin City, VIC (11P)
Deakin University (SC)
Devonport, TAS (5P)
Edith Cowan University (2P)
Flinders University (3P)
Frankston Hospital (SC)
Frankston, VIC (3P)
Freemantle, WA (15P)
Gleneig, SA (3P)
Glen Eira, VIC (10P,SC)
Glenrochy, TAS (4P)
Gold Coast City, QLD (18P)
Greater Dandenong, VIC (5P)
Greater Geelong, VIC (19P)
Griffith University, QLD (5P,SC)
Hobart City, TAS (20P)
Hobsons Bay, VIC (6P)
Holdfast Bay, SA (1P)
Hume, VIC (SC)
Kal-Boulder, VIC (2P)

Kingston City, VIC (2P,SC)
Latrobe University (SC)
L. House of Parliament (3P)
Mackay, QLD (2P)
Manningham, VIC (3P)
Maribyrnong, VIC (6P)
Marion City, SA (6P)
Maroochy, QLD (5P)
Melbourne Docklands (SC)
Mildura City, VIC (3P,SC)
Mildura Rural, VIC (SC)
Monash, VIC (4P,SC)
Monash University, VIC (3PSC)
Moonee Valley, VIC (8P)
Moreland, VIC (14P)
Mornington, VIC (4P)
Norwood, VIC (4P)
Queensland Nat. Univ. (7P)
Passenger Transport (40P)
Port Adelaide, SA (3P)
Port Phillip, VIC (20P)
Redlands Shire, QLD (3P)
Salisbury, VIC (4P)
Shepparton, VIC (5P)
Stonnington, VIC (24P,SC)
Subiaco, VIC (6P)
Swinburne Institute (SC)
TAFE College, VIC (3P,SC)
The Alfred, VIC (SC)
Thebarton, SA (1P)
Toowoomba, QLD (4P)
Univ. of West. Australia (4P)
U. House of Parliament (2P)
Urban Roads, ACT (4P)
Victoria Park, VIC (3P)
Victorian University (SC)
Vincent, WA (2P)
Wangaratta, VIC (SC)
West Torrens, SA (8P)
Whitehorse, VIC (7P)
Whittlesea City, VIC (3P,SC)
Whittlesea Litter, VIC (3P,SC)
Yarra City, VIC (23P)

ARGENTINA

Cordoba (10P)
Santa Fe (12P)

BERMUDA

Hamilton (10P)

CANADA

Ottawa, ON (52P,AP,SC)
Brampton, ON (10P,AP)
Burlington, ON (5P)
Cambridge, ON (7P)
Cornwall, ON (AP)
Dundas, ON (2P,SC)
Guelph, ON (SC)
Metro-Toronto Hous., (3P,SC)
Milton, ON (SC)
Mississauga, ON (9P,AP)
Niagara Falls, ON (7P)
North Bay, ON (5P)
North Vancouver, BC (5P,AP)
Richmond, BC (3P,AP)
Toronto Park. Auth. ON (20P)
Waterloo, ON (2P,AP)
York, ON (1P)

DENMARK

Daleman (2P)

HUNGARY

Albacomp (2P)

MEXICO

Tijuana, BC (9P)

NEW ZEALAND

Auckland (118P)
Napier (6P)
Upper Hutt (2P)
Lower Hutt (3P)

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(AP,SC,AA) = AutoPROCESS/AutoPARK, Service Center and AutoALARMS

6/1/00

IV. COMPLIANCE MATRIX

RFP forms follow this page

PART IV – COMPLIANCE MATRIX

Proposer shall complete the Compliance Matrix below

Proposer shall **include explanations for all areas where the proposed system does not comply with the RFP Scope of Services. All explanations shall be included in the RFP response and properly identified by reference to the Compliance Matrix, and/or Scope of Services section, page, paragraph and ID code(s).**

NOTE: PAGES OF MATRIX ARE “LANDSCAPE”

RFP NO. 502-8315, PURCHASE OF AN AUTOMATED PARKING SERVICE SYSTEM

VENDOR NAME:		BUSINESS REQUIREMENTS SUMMARY (Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)		VENDOR RESPONSE					Comment
				Software Compliance					
				Fully Provided	Provided with Modification	Custom Development Required	Provided by Reporting Tool	Not Provided	
II. PARKING CITATIONS									
I. Administration									
A.1	1	DATA IMPORT: Ability to import data from handheld ticket writers, the Department of Motor Vehicles, the City's cash management system and outside agencies .	X						
A.2	1	DATA EXPORT: Ability to export data to the handhelds, DMV, and the City's cash management system.	X						X
B.	1	INPUT CONTROLS: Utilize default entries from previous citation record to reduce redundant data input to successive citations.	X						
C.	1	PROCESSING FEATURES: Provide flexibility to review, edit, print, and add comments to citations; allow for a user defined alphanumeric barcode field.	X						
D.	1	AUTOMATED PROCEDURES: Provide the ability to define and calculate penalties and other fees; log and track citation books.	X						
E.	1	AUDIT TRAILS: Complete history of each transaction associated with a citation.	X						
F.	1	OUTPUT FEATURES: Detailed citation information in print and on-screen; automatic letter/notice generation based on a one-to-many relationship, in a batch or singly, and triggered by a user-defined set of criteria.	X						

RFP NO. 502-8315, PURCHASE OF AN AUTOMATED PARKING SERVICE SYSTEM

VENDOR NAME:		BUSINESS REQUIREMENTS SUMMARY		VENDOR RESPONSE					Comment	
				Software Compliance						
HEADING and SUBSECTION REFERENCE	PRIORITY 1 = Critical 2 = Desirable 3 = Optional	(Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)		Fully Provided	Provided with Modification	Custom Development Required	Provided by Reporting Tool	Not Provided		
G.	1	REPORTS: Ability to create reports with flexible formatting based on changeable criteria. Ability to add/delete messages and/or warnings to be printed.		X					X	
2. Handhelds										
A.1	1	DATA IMPORT: Ability to import data from the parking administration system Citation module to the handhelds automatically.		X						
A.1	3	Ability to import selected data from DMV records.		X						X
A.2	1	DATA EXPORT: Ability to export from the handhelds to the parking administration system seamlessly.		X						
B.	1	INPUT CONTROLS: Allow for user selection of double-entry requirement in selected fields to reduce data entry errors in critical fields.		X						
B.	3	Allows user to choose to check for multiple citations to the same vehicle in the same day and to alert officer of citation duplication for that vehicle.			X					X
C.	2	CHALKING: Supports monitoring of vehicles in fixed time zone parking areas, allowing officer to track chalking of particular vehicles.		X						X
C.	2	Provision of an electronic sketchpad for the creation of diagrams by on-site officer.							X	X
C.	3	Ability to attach a digital photo to the parking citation record and printout.							X	X

RFP NO. 502-8315, PURCHASE OF AN AUTOMATED PARKING SERVICE SYSTEM

Cost

VENDOR NAME:		BUSINESS REQUIREMENTS SUMMARY					VENDOR RESPONSE				Comment	
HEADING and SUBSECTION REFERENCE	PRIORITY 1 = Critical 2 = Desirable 3 = Optional	(Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)					Fully Provided	Provided with Modification	Custom Development Required	Provided by Reporting Tool	Not Provided	Y*
C.	1	CITATION EDIT, VIEW, PRINT, AND BROWSE: Ability to view, edit, void, and browse the history of selected citations and warnings. Handhelds will have the ability to interface with a barcode scanner. Ability to print laser-quality ten-digit barcode on citations.					<i>Charles Lee Jones</i> <i>Just take recommendations</i>	X				X
C.	2	Ability to attach to and interface the handhelds with a barcode reader to scan the barcode on tags, permits, etc.						X				X
C.	2	Provides a touchscreen keyboard with user choice of alphanumeric or QWERTY (typewriter) keyboard layout.									X	X
C.	3	Provides the ability to store and print the officer's signature on the citation.									X	X
D.	1	Vendor to supply initial required ticket stock and other supplies if items are proprietary. If supplies are proprietary, vendor will provide firm pricing good for one year. If supplies are not proprietary, vendor to provide specifications for City to purchase compatible supplies on the open market.					X					
3. Citation Appeals Module												
	1	Provides the ability to track citation appeals status, hearing schedule, and the history of a citation and its associated appeals. Provide reporting and letter generation functions for appeals.					X					X
	3	Provides browser-based client self-service option.					X					X

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VENDOR NAME:		BUSINESS REQUIREMENTS SUMMARY				VENDOR RESPONSE				Comment
		PRIORITY 1 = Critical 2 = Desirable 3 = Optional	(Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)	Fully Provided	Provided with Modification	Custom Development Required	Provided by Reporting Tool	Not Provided		
4. Special Parking Events Tracking	3	Provide a module to allow for the tracking of facilities and personnel for scheduled events with user-defined event parameters, notes, and invoicing. Ability to produce lists and reports of events and historical information.	X						Y	
III. PARKING PERMITS										
1.	3	DATA SHARING: Selected permit/permittee information can be uploaded to the handhelds by possession status, such as lost or stolen, to allow the officer to search for permit status in the field.	X							
1.	1	DATA SHARING: Provide the capability to export data from this module to the City's payment and cash management system to update financial transactions.	X							
2.	2	SECURITY: The ability to prevent counterfeiting and unauthorized duplication of permits is a desired security feature of the parking permit module. Any prevention method that accomplishes this objective, whether by specially designed print media for the permits or by other electronic process, is acceptable.	X							
3.	1	PROCESSING FEATURES: Ability to provide for the complete control of the vehicle registration and customer permit tracking including the capability to access citation data during permit registration, calculate account balances, flexibility to track and view permit data by dynamically selected fields. Permits can be entered and tracked by both bulk sale and individual permits. Customer accounts flagged for returned checks (NSF).	X						X	

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HEADING and SUBSECTION REFERENCE	PRIORITY 1 = Critical 2 = Desirable 3 = Optional	(Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)		Software Compliance					Y
				Fully Provided	Provided with Modification	Custom Development Required	Provided by Reporting Tool	Not Provided	
IV. PARKING FACILITY MAINTENANCE									
1.a.	3	PROCESSING FEATURES: The ability to define, schedule, and track parking facility maintenance activity and cost in an efficient manner.				X			X
1.b.	3	Ability to interface with the Parking Citation system to query citations issued because of faulty meters.				X			X
2.	3	OUTPUT FEATURES: Capability to print scheduling and maintenance reports for lot maintenance projects. Ability to generate letters triggered by a defined event.				X			X
V. PAYMENT AND CASH MANAGEMENT									
1.	1	PROCESSING FEATURES: This module will be an integral part of the parking management system. Will allow for magnetic stripe and bar code reader, receipt printer, and electronic cash drawer attachment and fully integrated functionality with the parking system. Ability to account for and audit all financial transactions on screen and in print. Allows payment entry for cash, check, and credit/debit cards payments and printing of receipts.						X	
1.	1	Ability to automatically apply payments to customer accounts from a file generated from a lockbox. Complete cash drawer closeout process with reporting capability by user and machine. Capability to identify drawer as single- or multi-user.						X	
1.	1	Automatic flagging of customer accounts with prior NSF activity and onscreen notification to cashier.						X	X

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VENDOR NAME:		BUSINESS REQUIREMENTS SUMMARY		VENDOR RESPONSE					Comment	
				Software Compliance						
HEADING and SUBSECTION REFERENCE	PRIORITY 1 = Critical 2 = Desirable 3 = Optional	(Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)		Fully Provided	Provided with Modification	Custom Development Required	Provided by Reporting Tool	Not Provided		
2.	1	<p>REPORTS: Capable of producing accounts receivable and related reports by user defined parameters for aging, etc. Ability to print financial data in a variety of formats to assist with balancing and reconciling recorded payment activity with daily and periodic cash collection information.</p>		X					Y	
VI. TECHNICAL										
1.b.1	1	<p>Furnish electronic cash drawer workstations and receipt printers that are fully integrated with the PC-based parking management system.</p>		X						
1.b.2	1	<p>Provide the ability to print on networked Hewlett Packard Laserjet printers.</p>		X						
1.b.3	1	<p>Provide parking citation handheld computers and integrated field printers including software to interface with host system OR Upgrade the City's existing handhelds to fully integrate with the proposed system and provide the required functionality.</p>		X						
1.b.3	1	<p>Comfortable field use of the handhelds is provided according to specified weight of the handhelds, battery, and attachments.</p>		X						
1.b.3	1	<p>All-weather functionality and reliability is provided. Handhelds will operate fully in the range of temperatures specified, are water and impact resistant, and have rapidly rechargeable lithium-ion batteries.</p>		X						

RFP NO. 502-8315, PURCHASE OF AN AUTOMATED PARKING SERVICE SYSTEM

VENDOR NAME:		BUSINESS REQUIREMENTS SUMMARY	VENDOR RESPONSE					Comment	
			Software Compliance	Provided with Modification	Custom Development Required	Provided by Reporting Tool	Not Provided		
HEADING and SUBSECTION REFERENCE	PRIORITY 1 = Critical 2 = Desirable 3 = Optional	(Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)	Fully Provided						
1.b.3	1	Handhelds support communications through a built-in infrared port for efficient data transfer and provide slots for attachment of data storage and peripheral devices. Host communication software offers graphical user interface (GUI) and supports the specified operating systems. Communication software provides the ability to automatically upload/download data to/from handhelds.						X	Y
1.b.3	1	Efficient operation of the handhelds is provided by GUI touchscreen data entry. Handhelds are completely configurable to individual user's needs. Attachable printer rapidly produces barcoded citations.						X	X
2	1	Any software required to integrate the parking management system with existing networked PCs will be provided. Database preferred is Oracle or Microsoft SQL Server.	X						
2.	1	The parking management system is Windows based and runs on the specified operating systems. A fully relational Oracle or Microsoft SQL Server database is employed to allow data to be manipulated, linked, and queried according to user needs.	X						
3.	1	The software functions on, and will be installed on, the City's Ethernet-based TCP/IP LAN/WAN environment.	X						
VII. HARDWARE AND SOFTWARE MAINTENANCE AND SUPPORT									
1.	1	Total hardware and software system support will be provided on a comprehensive maintenance and support program, including toll-free telephone support during specified work hours. Hardware has a minimum one-year standard warranty that may be extended. Software program and upgrade support may be extended.	X						

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VENDOR NAME:		BUSINESS REQUIREMENTS SUMMARY				VENDOR RESPONSE				
		HEADING and SUBSECTION REFERENCE	PRIORITY 1 = Critical 2 = Desirable 3 = Optional	(Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)	Fully Provided	Provided with Modification	Custom Development Required	Provided by Reporting Tool	Not Provided	Comment
1.	1	Vendor will deliver, install, and integrate the necessary handheld hardware and software components with the proposed automated parking management system to achieve full functionality.	X						Y	
2.	1	Onsite management and staff training in all phases of the system to the satisfaction of the City. The recommended training and number of days is included in the proposal for all related hardware and software components.	X							
2.	1	Follow-up training recommendations will be identified and included in the proposal. This training will include a period of on-site support to facilitate minor adjustments to screen layouts, etc. Further telephone support will be provided according to a rate schedule included in the proposal.	X							
2 a.	1	Documentation of online "help" features will be supplied in printed format.	X							
2.b.	1	A database dictionary listing all tables and field names/descriptions will be provided to assist with query and report writer functions.	X							
2.c.,d.	1	All documentation will also be provided in electronic format, preferably Word or HTML and in print (3 copies).	X							
2.e.1	1	End-user desktop procedures will be documented explaining field by field, screen by screen, how to enter data and search the database.	X							
2.e.2	1	System administration documentation will be provided regarding table maintenance, security controls, archiving of records, etc.	X							

RFP NO. 502-8315, PURCHASE OF AN AUTOMATED PARKING SERVICE SYSTEM

VENDOR NAME:		BUSINESS REQUIREMENTS SUMMARY	VENDOR RESPONSE					Comment
			Fully Provided	Provided with Modification	Custom Development Required	Provided by Reporting Tool	Not Provided	
HEADING and SUBSECTION REFERENCE	PRIORITY 1 = Critical 2 = Desirable 3 = Optional	(Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)						Y
2.f.	1	Provide samples of reports, error logs, and other printed files. Error codes and their recovery/solutions will be provided in writing.	X					
2.g.	1	Upgrades to documentation will be provided with software upgrades, if any.	X					
VIII. CONVERSION								
	1	Vendor will assist the City to convert existing data to the new database so that customer and activity history are maintained according to federal, state, and local mandates.	X					

SYSTEMS CLARIFICATIONS, CAUTIONS and EXCEPTIONS

The operations of the **AutoCITE** Systems are discussed in some detail in the previous portions of this section of the proposal. In this section we will address further some special areas where we believe further clarification or caution may be needed.

First we must draw your attention to what we believe is a more productive and efficient approach to the ticket issuance than using a **"touch screen"** handheld with **RAM cards** because they do not have adequate memory or cannot protect the integrity of the data in the system.

1. Touch Screen

As discussed in the previous sections, unlike Cardinal, we do not use touch screens on our **AutoCITE** because of the problems they present in extreme weather conditions. We have clients in Anchorage, Alaska, U of Alaska, Syracuse, NY, Keene and Manchester, NH, several agencies in Canada including the Toronto Parking Authority, numerous agencies in Michigan, the windy City of Chicago, and many more operating in very incimate weather. For this reason they chose not to use the touch screen units because of their vulnerability to damage and their inoperability in cold and wet weather. Not only does the touch screen slow down dramatically in cold weather, every time you wipe the snow or rain off the screen you make a selection inadvertently and sometimes activate functions not desired. We find a weather proof keyboard allows entry in all weather conditions. Furthermore the keyboard allows the officer to wear gloves while issuing a citation.

The **AutoCITE** was designed as a single construction unit to allow it to be only two pounds with the computer and printer in one handheld. A key element to this design was to have enough battery power to issue 300 tickets on a single charge in a compact handheld to fit into one hand. To accomplish this task we elected to manufacture our own handheld with a full alphanumeric keyboard rather than a much heavier two piece unit or a supertwist **"Touch Screen"** which draws large amounts of battery power. **ETEC** does provide full backlighted displays and keyboards with our Series D and Series FT.

2. Field Permit Checks with Barcode Scanners

This is an optional item that we can do, even though we recommend against it, but we must have further discussion with the Agency to define it and then provide a cost.

3. RAM Cards and Batteries

We do not have the need for a RAM Memory Card. All of our data is stored in non-volatile flash memory. The data is safe even in the event of a complete loss of power. Our handheld unit was engineered for the sole purpose of issuing citations. All necessary memory is built into the unit.

Since our handheld was built EXCLUSIVELY for the on-street issuance of parking tickets the printer is completely integrated. The entire unit, with the built in printer, weighs 2.0 (Series D) to 2.75 (Series FT) lbs., including paper and battery. As previously mentioned we chose to use keyboard for use in extreme weather conditions. The weather proof keyboard allows entry with gloves. The keyboard and screen are backlit. We do not have a need for field replaceable battery pack. Our battery pack is capable of issuing 300 citations while running for two 8 hour shifts. We use a nickel cadmium battery and have had no memory problems in over twelve years of using them in the AutoCITES.

4. Totally Submersible for Extended Periods

There is one vendor we know of who claims their handheld is totally submersible for extended periods. They DO NOT make the same claim for their little attachable printer or their large bulky (variable weight) printer. In fact they will not demonstrate the submersible claim or drop their handheld to the ground with the printer attached, nor will they submerge or drop their bulky and heavy thermal printer.

The AutoCITE is a single construction handheld computer which has the printer built into the same case. **THE PRINTER IS FULLY INTEGRATED NOT ATTACHED.** For that reason we would not recommend submersing the computer/printer in water. Section III of this proposal discusses the durability and harsh weather capabilities of this computer. The system is installed all across the northern United States (Alaska, Oregon, Colorado, Iowa, Nebraska, Illinois, Michigan, New York and New Hampshire) and Canada (Toronto, Cambridge, and Burlington), working very well in snow and sub-zero weather, and very heavy rain conditions in 8 agencies in Metro Dade County, Florida.

While we do have some very aggressive parking enforcement officers using our systems, but we must admit we do not believe any of our over 300 clients has ever had an officer dive underwater, totally submersing the handheld, to issue a ticket.

5. Integrated Impact or Thermal Printer

The **AutoCITE** is in-fact the only **Built-In, Single Piece Construction** (as opposed to integrated) **Impact or Thermal Printer** being used in the parking industry today. **Radix, Cardinal, Duncan and Sands** sell snap-on or plug-in printers on the end of their handheld computer. When these handheld/printers fall on the ground the printer can come apart and the rolls of paper can fall out on the ground. **Clancy, Duncan and Unisys** have two piece units forcing you to carry a heavy printer over your shoulder or on your belt, not to mention the difficulties associated with getting in and out of vehicles with all that equipment. For reasons of durability we manufactured our **AutoCITE** with the printer as part of the computer. The size of the **AutoCITE Series D** is 9.25" X 3.0" X 2.5" which includes a "built-in" printer. The entire unit, with paper, batteries and impact printer, **weighs only 2 pounds.**

Radix, Cardinal and Sands with their impact printers can only print **24 characters on a line** while the **AutoCITE** prints **40 characters on a line.**

In order to issue a ticket 3" X 7" or 4" X 8" the agency must select a vendor using a thermal printer. **ETEC** is the only vendor with a handheld computer having a "built-in" thermal printer eliminating having to carry a heavy separate printer. The **AutoCITE Series FT** with paper, batteries and thermal printer, **weighs only 2.75 pounds.**

6. PC Base Stations with Multiple Handhelds & Locations

ETEC is the only handheld vendor in the parking industry with large clients (295, 148, 126, etc.) so we have very valuable experience in servicing the needs of the high volume distributed users. We have several clients who have multiple handhelds at different locations communicating (importing and exporting) with each other and/or transmitting to a main system or server. In **Metro-Dade County, Florida**, for example, the **Parking Violations Center** is the main control center for **148 AutoCITEs** distributed to eight (8) different issuing agency locations, issuing **800,000 citations annually.** In **Milwaukee, Wisconsin** seven (7) police district stations have workstations on the **ETEC Network** with **48 AutoCITEs** issuing about **800,000 citations each year.** On a smaller scale this same implementation would be used at a police department, parking department and court, distributing the handhelds in what ever configuration you desire.

We have provided a very extensive listing of some of our larger clients (as well as smaller) for your review. Please call them to discuss some of the issues involved with distributed processing and ticket issuance. For those vendors who have never provided such an installation it is a formidable task. Fortunately for us and your Agency we have done it several places and have the experience to make it a seamless integration with your existing systems and services.

7. Specific Responses/Exceptions to the Specifications

In addition to the above discussion we provide below more specific comments as they relate RFP Scope of Services and the Compliance Matrix. For ease of reference we have tried to list them by section, number, subsection and/or bullet, followed by our comment.

<u>SEC</u>	<u>NUM</u>	<u>SUB</u>	<u>BUL</u>	
I	2	b)		User must log off to effectively "Lock Terminal"
I	2	f)		AutoPROCESS does not have an effect "in use log" and does do not print out the users and passwords for security reasons.
I	2	g)		AutoPROCESS does not support this function
I	2	h)		AutoPROCESS does not support this function
I	2	i)		AutoPROCESS does not support this function
I	2	j)		AutoPROCESS does not support this function
I	4	B		AutoPROCESS does not allow real time user definition of purging criteria
I	4	C	12	AutoPROCESS can set up a second instance for "mirror / test" mode but it will not operate on live data.
I	6	A	4	Report printing is controlled by Windows so spooling of print jobs is outside the control of AutoPROCESS .
I	6	A	6	This isn't entirely clear. We can interface with the FAMIS system but error checking would have to be done by proper table maintenance in AutoPROCESS . We cannot interactively interface with FAMIS.
I	6	A	8	AutoPROCESS doesn't support bar code printing. I believe that Microsoft Word supports barcodes with appropriate fonts loaded.

7. Specific Responses/Exceptions to the Specifications (continued)

<u>SEC</u>	<u>NUM</u>	<u>SUB</u>	<u>BUL</u>	
II	A	2	C	AutoISSUE is limited to 9 digits and a 2 digit prefix .
II	G			The citation print is predefined at <i>ETEC</i> and cannot be changed in the field.
II	2	A,1	3 rd	Series D handhelds cannot print Lazer Quality bar-codes. Series FT handhelds CAN
II	2	A,1	5 th	Unclear about the requirements for importing DMV information into the handheld.
II	2	B	1 st	<i>ETEC</i> can force double entry on the handheld but not field user definable or selectable.
II	2	B	2 nd	Presently AutoISSUE does not have a search function to find all citations issued to a particular plate with in the handheld.
II	2	C	1 st	More than one keystroke is required to return to ticket issuance from Time Limit Marking.
II	2	C	2 nd	No Sketch Pad.
II	2	C	3 rd	AutoISSUE cannot attach actual digital photos to citations within the handheld but frame numbers can be referenced.
II	2	C	4 th	AutoISSUE cannot see all citation data with one key stroke.
II	2	C	5 th	AutoISSUE can view previously written tickets but cannot Void them.
II	2	C	9 th	Notices in the handheld seems somewhat out of place.
II	2	C	10 th	AutoISSUE cannot have a bar code scanner interface on the handheld but a scanner can be attached as an option at some later date. This is a very costly addition which has not warranted the expense in agencies where it was tested extensively.

7. Specific Responses/Exceptions to the Specifications (continued)

<u>SEC</u>	<u>NUM</u>	<u>SUB</u>	<u>BUL</u>	
II	2	C	11 th	AutoISSUE does not have a way to print officers signatures.
III	3		6 th	The AutoPROCESS court module doesn't have an option for Oral appeals but it could be incorporated procedurally.
III	3		10 th	ETEC does not have a web based self-service option.
III	3		8 th	Assignment of a customer group doesn't correlate with our permit module.
III	3		10 th	AutoPROCESS can flag a customer as issuing a previous NSF but we cannot "designate" a customer as cash only or credit card by not allowing other types of payments.
III	3		12 th	AutoPROCESS allows only 2 current addresses (one alternate and one mailing). It does allow changing of the mailing address and does keep track of all previous addresses.
III	3		14 th	AutoPROCESS has predefined status indicators.
III	3		17 th	AutoPROCESS does not track revenue by location.
III	3		18 th through 21 st	
				These sections describe a "Bulk Permit" module that we believe we AutoPROCESS can Accommodate but not as described here. We can issue multiple permits to the same "permit-holder" but do not really have other tools to deal with these permits as a group. This is a possible enhancement to AutoPROCESS .
IV				AutoPROCESS does not currently have a parking lot inventory module or Meter Maintenance.
V	1		6 th	AutoPROCESS cannot limit the write off amounts (waived amounts).
V	1		8 th	AutoPROCESS cannot designate any customer as Cash or Credit Card only.